



Novartis Supplier Guide to **SAP Ariba**

PO & Invoice Management

How to set up Ariba account

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Training materials and support

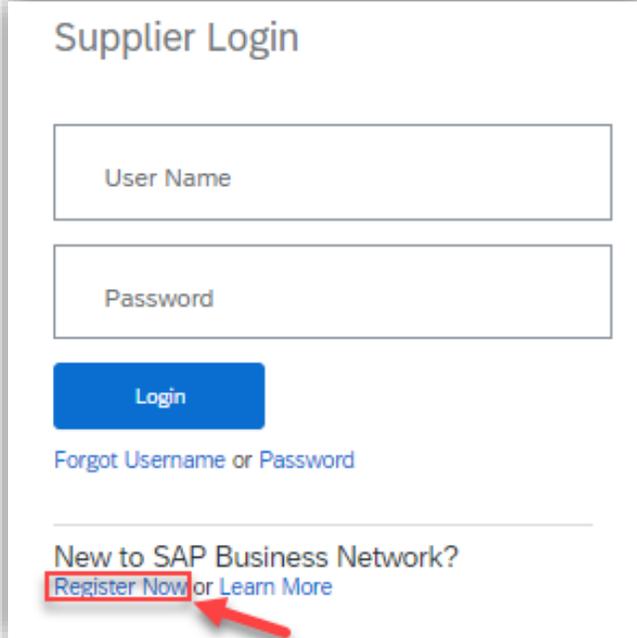
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Types of Ariba account

- 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](#)



Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

New to SAP Business Network?
[Register Now](#) or [Learn More](#)

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](#)

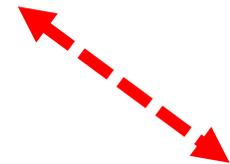
You can view additional information about Novartis in the [Supplier Information Portal](#). After you establish the trading relationship, you can continue to access the supplier information portal for Novartis from your Ariba Network account.

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.



Join your customer on Ariba Network!

STEP 2 [Sign up](#) [Log in](#)

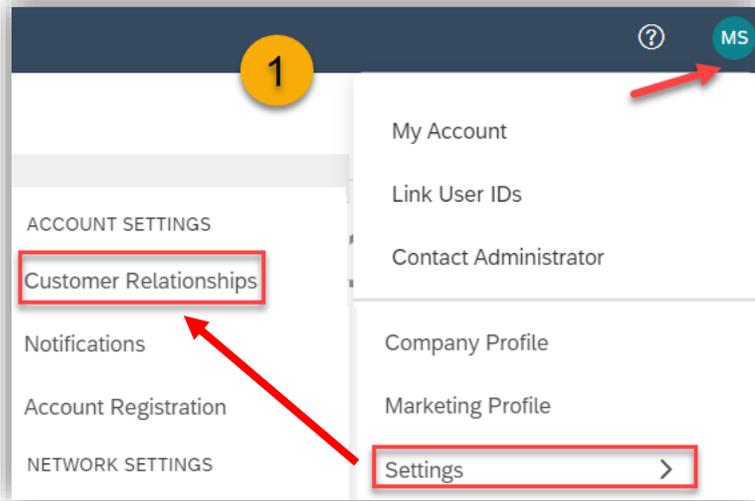
Already have an account? [Log in](#)

 **Strengthen relationships**
Collaborate with your customer on the same secure network.

 **Connect faster**
Exchange documents electronically and streamline communications.

 **Reach more customers worldwide**
Sign up with Ariba Discovery and increase sales leads.

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

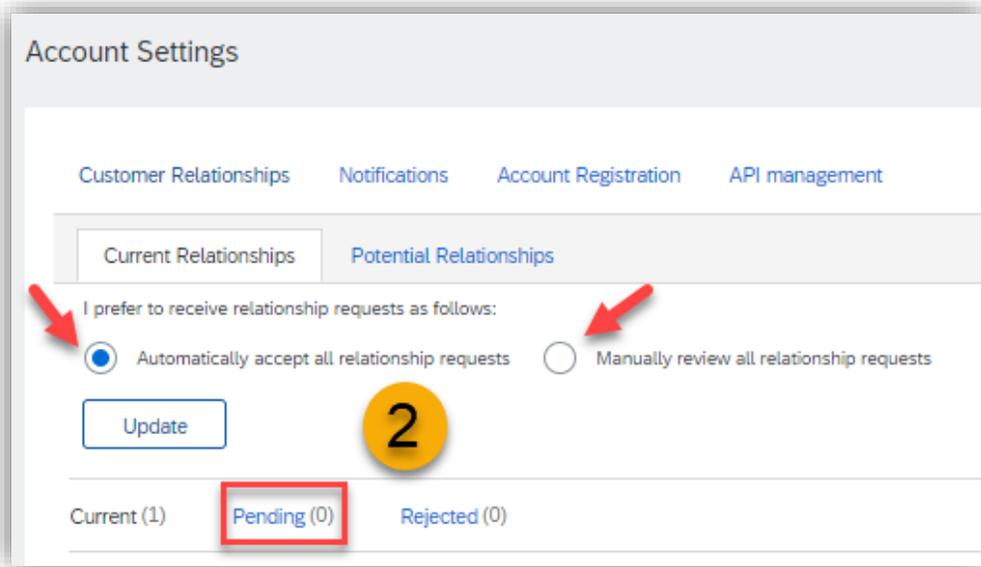


To accept an invitation (TRR - Trading Relationship Request) please follow these steps:

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**.

SAP Ariba Network

SAP Ariba

Supplier Login

User Name

Password

Login

Forgot Username or Password

New to Ariba?
Register Now or Learn More

Recover your username

Enter the email address you used to register with SAP Business Network.

Email address

Submit Cancel

Reset your password

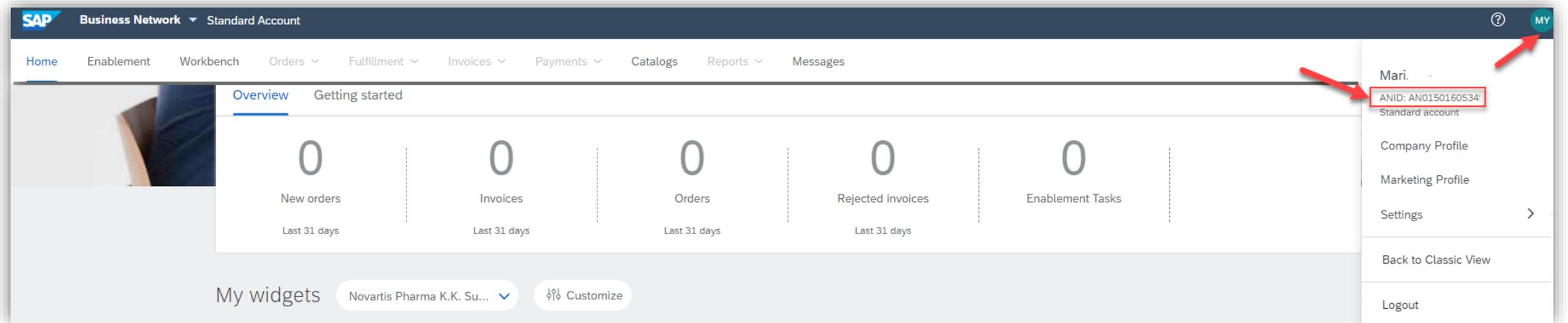
Enter the email address you used to register with SAP Business Network.

Email address

Submit Cancel

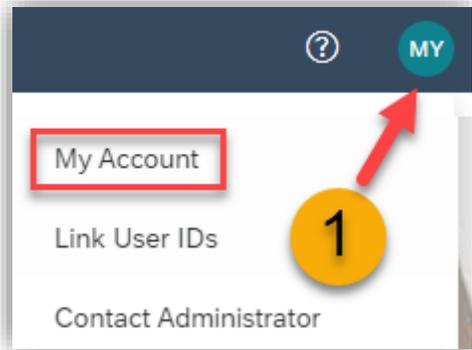
How to find your ANID (Ariba Network ID)

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



The screenshot displays the SAP Business Network Standard Account homepage. The top navigation bar includes the SAP logo, 'Business Network', and 'Standard Account'. Below this, a secondary navigation bar lists various sections: Home, Enablement, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, and Messages. The main content area features a 'Getting started' section with five metrics: New orders, Invoices, Orders, Rejected invoices, and Enablement Tasks, each showing a count of 0 for the last 31 days. A 'My widgets' section at the bottom shows a widget for 'Novartis Pharma K.K. Su...' and a 'Customize' button. On the right side, a user menu is open, showing the user's name 'Mari.', their ANID 'ANID: AN0150160534!' (highlighted with a red box), and other options like Company Profile, Marketing Profile, Settings, Back to Classic View, and Logout. A red arrow points to the 'MY' icon in the top right corner, and another red arrow points to the user menu.

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.

A screenshot of the 'Preferences' settings page. The title 'Preferences' is at the top left. A yellow circle with the number '2' is positioned to the left of the 'Preferred Language' dropdown menu. The 'Preferred Language' dropdown is set to 'English' and is highlighted with a red rectangular box. Below it, the 'Preferred Timezone' is set to 'ECT' and is also highlighted with a red rectangular box. The 'Default Currency' is set to 'Euro', with a 'Select Currency' button next to it. At the bottom, there is a checkbox labeled 'Allow Me to Save Filter Preferences in the Inbox/Outbox' which is currently unchecked.

A screenshot of the bottom of the settings page. A yellow circle with the number '3' is positioned to the left of the 'Save' and 'Close' buttons. Both buttons are highlighted with a red rectangular box. The 'Save' button is blue with white text, and the 'Close' button is white with a grey border and grey text.

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**.

The image shows a composite of several screenshots from the Ariba system interface, illustrating the steps to set up bank details. The screenshots are annotated with numbered yellow circles (1-9) and red boxes highlighting the specific elements mentioned in the instructions.

- 1:** The 'Settings' dropdown menu in the 'Company Profile' section.
- 2:** The 'Create' button in the 'EFT/Check Remittances' section.
- 3:** The 'Make this address default' checkbox in the address form.
- 4:** The 'Remittances' dropdown menu in the left sidebar.
- 5:** The 'Wire' option selected in the 'Preferred Payment Method' dropdown.
- 6:** The 'WIRE TRANSFER' form, specifically the fields for Account Name, Account #, Confirm Account #, Account Type, SWIFT Code, Confirm SWIFT Code, IBAN, Bank Name, Branch Name, Address 1, Address 2, Address 3, City, State, Zip, Country/Region, and Bank Phone.
- 7:** The 'SWIFT Code' dropdown menu in the 'WIRE TRANSFER' form.
- 8:** The 'OK' button in a dialog box.
- 9:** The 'Save' button in a dialog box.

VAT ID / Tax ID configuration

The screenshot shows the Novartis system settings interface. On the left, a navigation menu lists 'ACCOUNT SETTINGS' (Company Profile, Settings, Back to Classic View, My Account, Link User IDs, Contact Administrator) and 'NETWORK SETTINGS' (Electronic Order Routing, Electronic Invoice Routing). A red arrow points from 'Electronic Invoice Routing' in the menu to the 'Settings' option in the 'ACCOUNT SETTINGS' section. A yellow circle with the number '1' is placed over the 'Settings' option. In the top right corner, a user profile icon labeled 'MY' is shown with a red arrow pointing to it and a yellow circle with the number '1'. Below the navigation menu, the 'Electronic Invoice Routing' page is displayed. A yellow circle with the number '2' is placed over the 'Tax Invoicing and Archiving' tab. The 'Tax Information' section contains several fields: 'Tax Classification' (no value), 'Taxation Type' (no value), 'Tax ID' (123456789), 'State Tax ID' (empty), 'Regional Tax ID' (empty), and 'Vat ID' (123456789). A yellow circle with the number '3' is placed over the 'Tax ID' field. A red box highlights the 'Tax ID' field and its value. A red box highlights the 'Save' button in the top right corner, with a yellow circle with the number '4' next to it. A red box also highlights the 'Close' button 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 **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.

The screenshot displays the 'Additional Company Addresses' form with the following fields and values:

Address Name	Address ID	VAT ID
COMPANY NAME		

Address section fields:

- Address 1: STREET
- Address 2:
- Address 3:
- Address 4:
- City: CITY
- Postal Code: 00000
- State: Select
- Country/Region: Singapore [SGP]

Financial Information section:

- Set Up Legal Profile
- Are You GST Registered?: Yes No
- GST ID:

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.

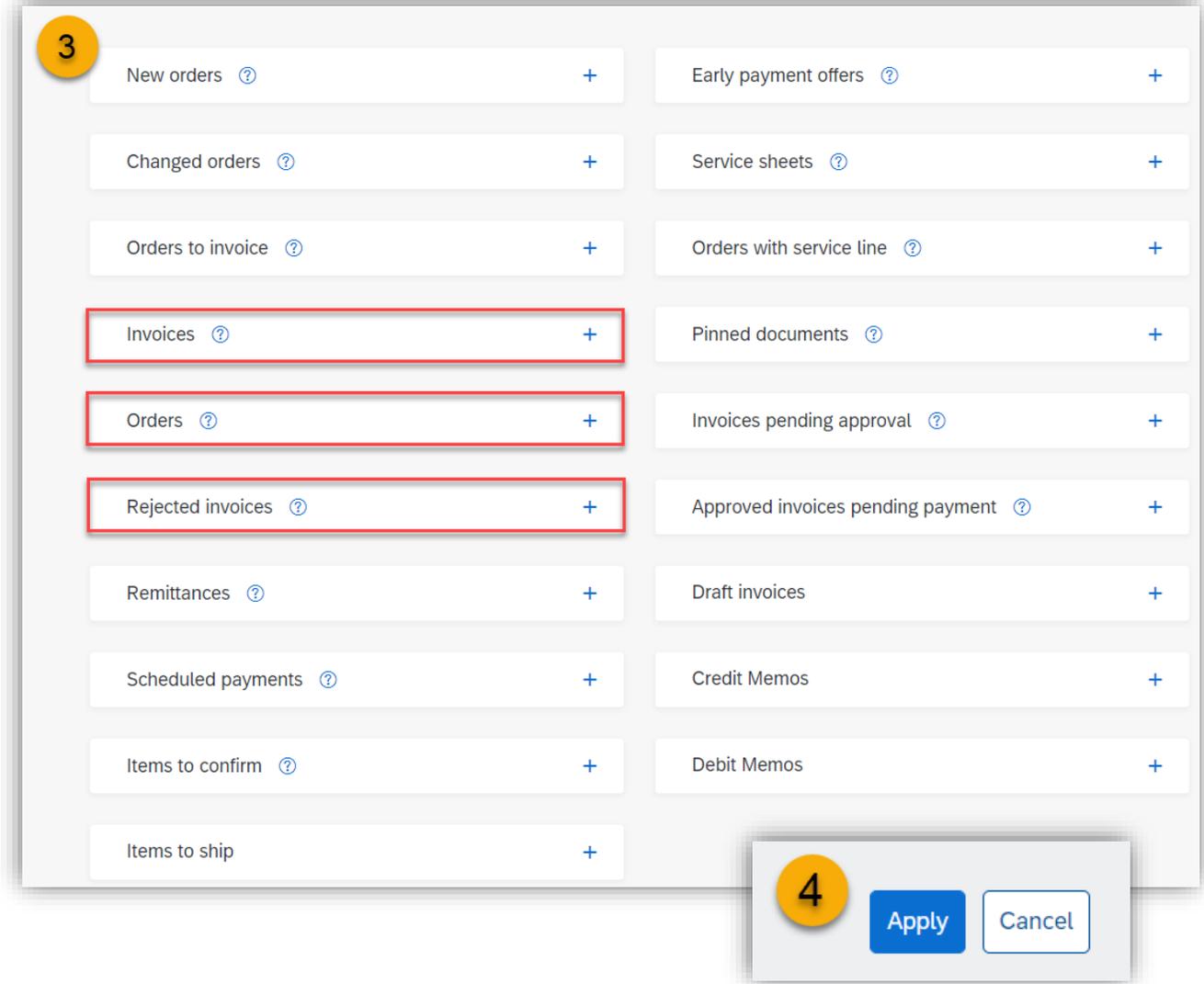
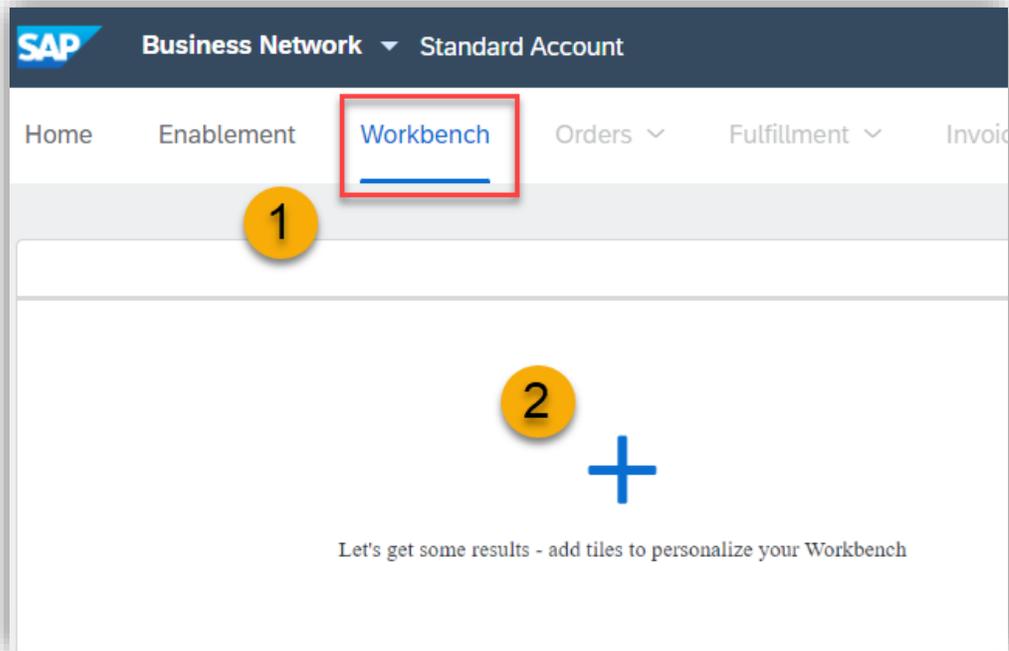
How to set-up an overview of orders and invoices

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**.



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 preferred 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**.

- 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 preferred 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).

How to find exact PO number on Ariba

The screenshot shows the Ariba Workbench interface with five numbered steps indicating the process:

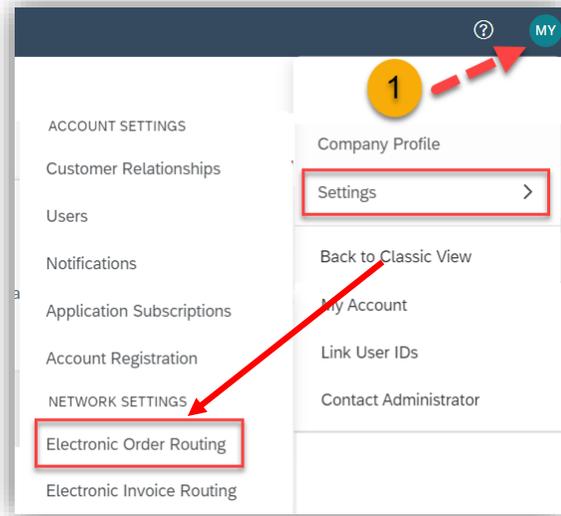
1. Click on **Workbench** in the top navigation bar.
2. Click on **Orders** in the dashboard summary cards.
3. Click on **Edit filter** for the Orders card.
4. In the filter section, type a selection in the **Order numbers** field and select **Exact match**.
5. Click on **Apply** to execute the search.

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**.

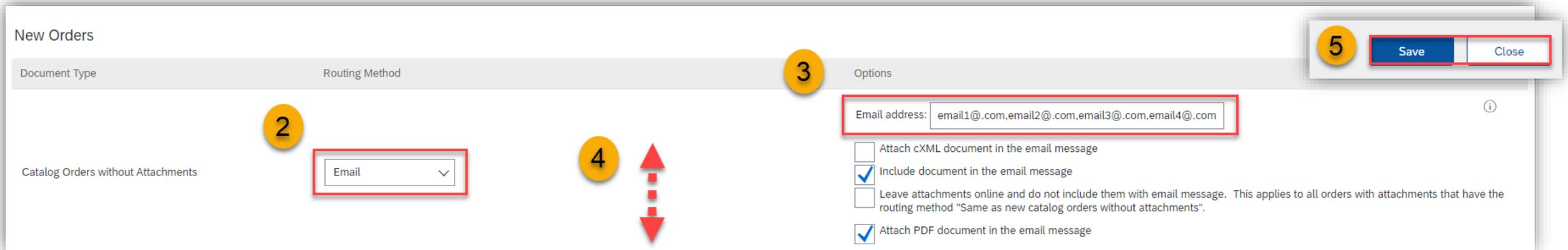
Please do not forget to put a prefix (C028-, C018- or C010-) before PO number for Swiss orders.

How to receive POs via email



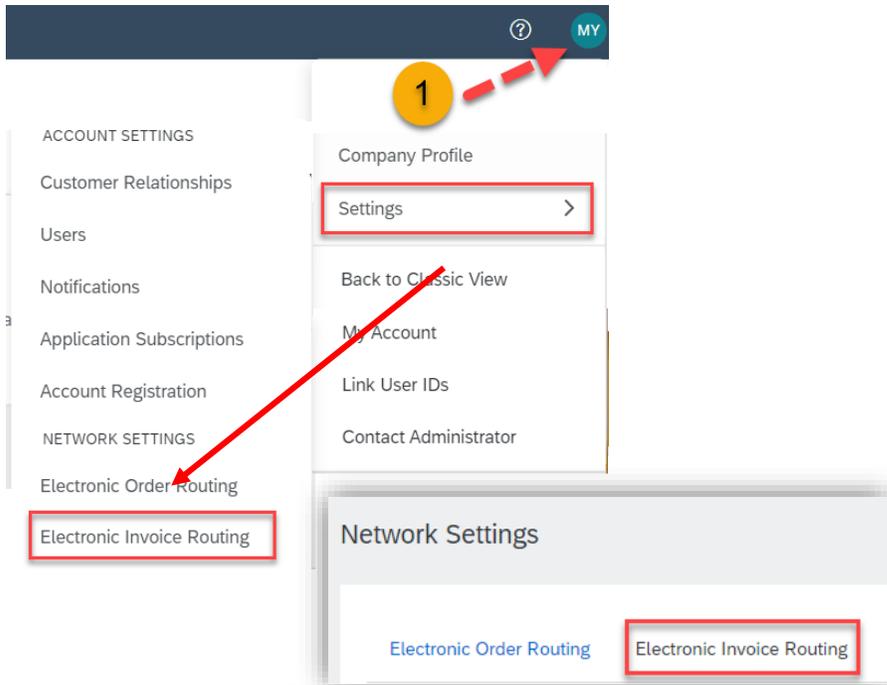
In this section, you can set up to which Email addresses POs will be sent.

- 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

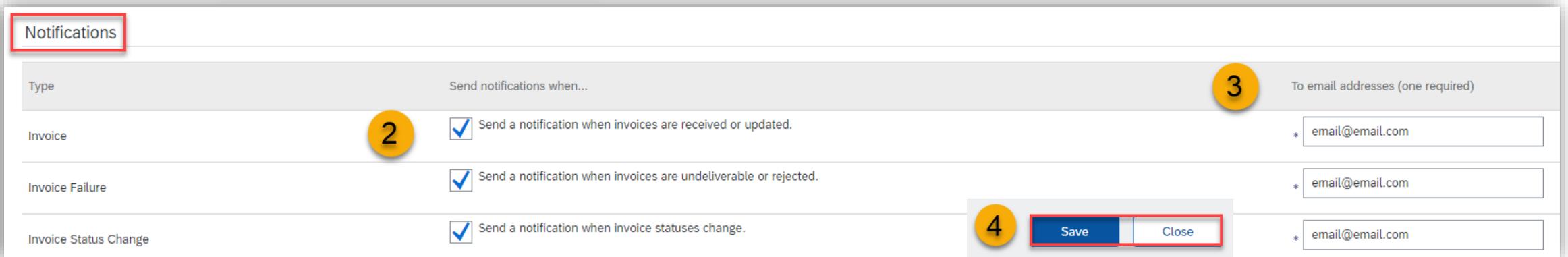


1) Click on the **Initials, Setting** and choose **Electronic invoice routing**.

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

ACCOUNT SETTINGS

- Customer Relationships
- Users**
- Notifications
- Application Subscriptions

Company Profile

- Settings**
- Back to Classic View
- My Account

Customer Relationships

- Manage Roles**

+

Create Role

* Indicates a required field

New Role Information

Name:*

Description:

Permissions

Each role must have at least one permission.
Upgrade your Ariba Network, standard account to an enterprise account to enable all permissions.

Page 1

5	Permission	6	Description
<input type="checkbox"/>	API Development Access		Access to API development using the SAP Ariba developer portal.
<input type="checkbox"/>	Order Assignment for Users with Limited Access		User can assign an order to a user with limited access to Ariba Network
<input type="checkbox"/>	Contact Administration		Maintain information for account contact personnel
<input type="checkbox"/>	Goods Receipt Report Administration		Access to Reporting, and Goods Receipt report type

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

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**.

Create User

Create a new user account and assign a role and if needed assign them to a business unit. Ariba will email a temporary password to the address provided for the new user account. The account information entered here will not be modifiable after you click Done. However, you can modify role assignments at any time.

New User Information

4

Username: * ⓘ

Email Address: *

First Name: *

Last Name: *

Do not allow the user to resend invoices to the buyer's account. ⓘ

This user is the Ariba Discovery Contact ⓘ

Limited access ⓘ

Office Phone: Country: USA 1 Area: Number:

Role Assignment

5

Name	Description
<input type="checkbox"/> Manager	
<input type="checkbox"/> admin1@gmail.com	

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

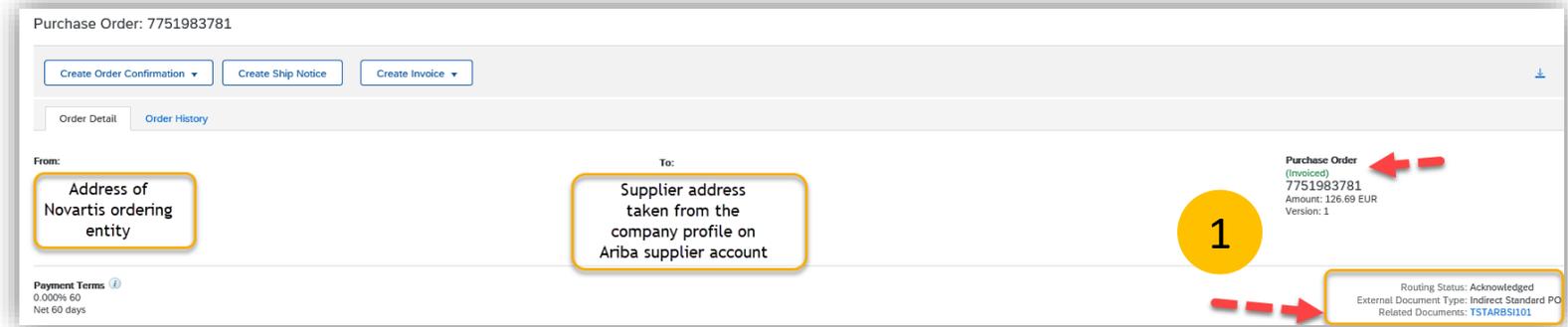
Purchase Order details and status

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.

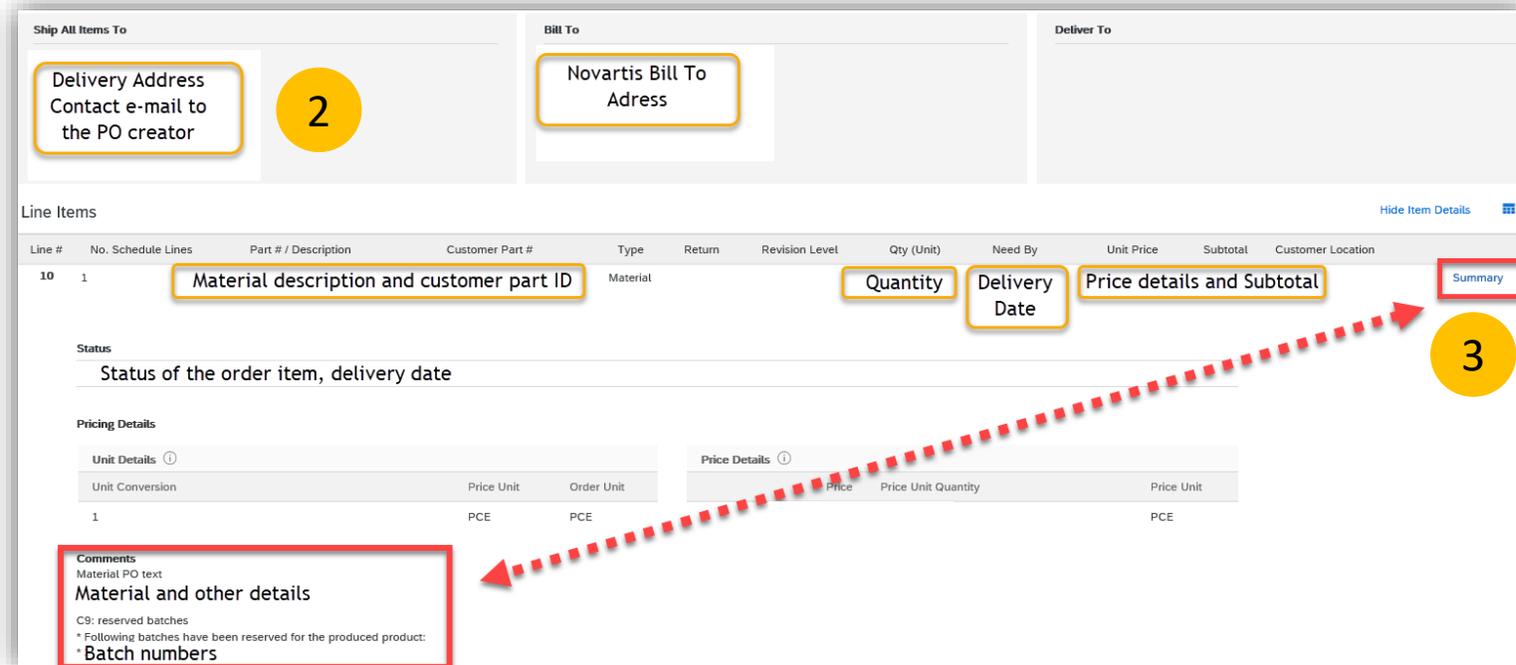
3) By the line item you will find all item details, please click on Details - Summary to find further details such as Batch numbers under the Comments.

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.



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. <u>Note</u> : for most of the PO order confirmation is not needed, follow the business agreement.
Failed	Failed	<u>PO is available to be processed.</u> The status „failed“ indicates, that there was probably an automated reply sent from the mailbox to which PO was sent via e-mail.



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.

Ship All Items To

Delivery address
Email address of PO creator

Bill To

Pharma GmbH

Germany
Buyer ID:

Deliver To

Line Items [Show Item Details](#) 

Line #	No. Schedule Lines	Part # / Description	Customer Part #	Type	Return	Qty (Unit)	Need By	Unit Price	Subtotal	
10	1	EMPTY_FIELD	46202972	Material		5,000.0 (PCE)	2 Dec 2021	35.02 EUR	175.10 EUR	Details
		FB L-THYROX HEX 100MCG 100TAB DE								

Order submitted on: Monday 3 Jan 2022 1:00 PM GMT+01:00
Received by Ariba Network on: Monday 3 Jan 2022 7:47 AM GMT+01:00
This Purchase Order was sent by Novartis Pharma K.K. Supplier - TEST AN01003603018-T and delivered by Ariba Network.

Sub-total: 175.10 EUR

How to send invoice via Ariba: Different Invoicing Scenarios

- Simple invoice upload – [slide 25](#)
- Tax menu configuration – [slide 26](#)
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- What to do if an invoice gets rejected – [slide 34](#)

Simple Invoice Upload

SAP Business Network Standard Account

Purchase Order:

Create Order Confirmation Create Ship Notice **Create Invoice**

Standard Invoice

Line-Item Credit Memo

Line-Item Debit Memo

Order Detail Order History

2

Invoice Header

Summary

Purchase Order:

Invoice #:* [Red Box]

Invoice Date:* 25 Apr 2022 [Red Box]

3

Line Items

1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Tax Category: 0% VAT / VAT 0% Shipping Documents Special Handling Discount

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
10	<input checked="" type="checkbox"/>	MATERIAL	EMPTY_FIELD	50 FLUOXETIN 20 1A DT DE 20µm255mm	46220595	99	MTR	140.58 EUR	13.92 EUR

Pricing Details

Price Unit: MTR Unit Conversion: 1 Price Unit Quantity: 1,000.0 Description:

Shipping

Ship From: Ship To: View/Edit Addresses

Deliver To:

Shipping Cost

Shipping Amount:* 0.00 EUR Shipping Date:

4

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?

Insert Line Item Options

1 Tax Category: VAT

No.	Include	Type	Part #
10	<input checked="" type="checkbox"/>	MATERIAL	108600

Pricing Details Price Unit: PCE Unit Conversion: 1

No.	Include	Type	Part #
20	<input checked="" type="checkbox"/>	MATERIAL	108600

Pricing Details Price Unit: PCE Unit Conversion: 1

Standard Tax Selections

- Sales
- VAT
- GST
- HST
- PST
- QST
- Usage
- Withholding Tax
- Other Tax
- Configure Tax Menu**

Configure Tax

2 OK

* Tax Category	* Rate	Tax Description
<input type="radio"/> VAT	21 %	VAT 21%
<input checked="" type="radio"/> VAT	0 %	VAT 0%

Delete Create

Insert Line Item Options

Tax Category: VAT

No.	Include	Type	Part #
10	<input checked="" type="checkbox"/>	MATERIAL	1086002500

Customer Part # Quantity Unit Unit Price Subtotal

	8.4	PCE	1.75 EUR	14.70 EUR
--	-----	-----	----------	-----------

3 Add to Included Lines

Taxes

- 0% VAT / VAT 0%
- 21% VAT / VAT 21%

Standard Tax Selections

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.

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

The screenshot shows the SAP 'Create Invoice' process. In the 'Invoice Header' section, the 'Invoice #' and 'Invoice Date' fields are highlighted with a red box and a '1' in a yellow circle. In the 'Insert Line Item Options' section, the 'Tax Category' dropdown is open, showing '21% VAT / VAT 21%' selected with a red arrow and a '3' in a yellow circle. The 'Quantity' field is set to '0,5' with a red box and a '4' in a yellow circle. The 'Add to Included Lines' button is highlighted with a red arrow and a '4' in a yellow circle. The 'Next' button is highlighted in blue with a '5' in a yellow circle. The 'Subtotal' is '2.52 EUR' with a green box.

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 quantity proportionally (not the price).
- 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

The screenshot shows the SAP invoice creation process. At the top, the 'Create Invoice' button is highlighted with a red box and a yellow circle '1'. Below it, the 'Standard Invoice' option is selected. In the 'Invoice Header' section, the 'Invoice #' and 'Invoice Date' fields are highlighted with red boxes and a yellow circle '1'. In the 'Insert Line Item Options' section, a tax category menu is open, showing '0% VAT / VAT 0%' selected, with a yellow circle '3'. The 'Quantity' field is highlighted with a red box and a yellow circle '2', and the 'Unit Price' field is highlighted with a green box and a yellow circle '4'. The 'Add to Included Lines' button is highlighted with a yellow circle '4'. At the bottom, the 'Next' button is highlighted with a red box and a yellow circle '5'.

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

The screenshot illustrates the process of selecting lines for invoicing in SAP. It is divided into four numbered steps:

- Step 1:** A red arrow points to a checked checkbox in the 'Include' column of the first line item (No. 10).
- Step 2:** Red arrows point to unchecked checkboxes in the 'Include' column for line items 20 and 30.
- Step 3:** A red box highlights the 'Delete' button in the 'Line Item Actions' menu.
- Step 4:** A red arrow points to the 'Add to Included Lines' button in the 'Tax Category' dropdown menu.

The interface shows a table of line items with columns for 'No.', 'Include', 'Type', and 'Part #'. Below the table, there are sections for 'Pricing Details' and 'Shipping'.

- 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

Insert Line Item Options

Tax Category: 21% VAT / VAT 21% Shipping Documents Special Handling Discount Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
10	<input checked="" type="checkbox"/>	MATERIAL	1086002500	test 1		8.4	PCE	1.75 EUR	14.70 EUR

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

Tax

Category: * 21% VAT / VAT 21% Taxable Amount: 14.70 EUR Remove

Location: Rate(%):

Description: Tax Amount:

Regime: Exempt Detail:

Date Of Pre-Payment: Date Of Supply:

Law Reference: Triangular Transaction

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
20	<input checked="" type="checkbox"/>	MATERIAL	1086002500	test 2		9.4	PCE	1.36 EUR	12.78 EUR

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

Tax

Category: * 0% VAT / VAT 0% Taxable Amount: 12.78 EUR Remove

Location: Rate(%):

Description: Tax Amount:

Regime: Exempt Detail:

4

Update Save Exit Next

Previous Save Submit Exit

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.

How to add Shipping cost

Top of the page

* Indicates required field

Subtotal: 110.65 EUR
Total Tax: 23.25 EUR
Total Gross Amount: 133.90 EUR
Total Net Amount: 133.90 EUR
Amount Due: 133.90 EUR

Add to Header ▾

- Shipping Cost
- Shipping Tax
- Shipping Documents
- Comment
- Attachment

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**.

Middle of the page

Add to Header ▾

- Shipping Cost
- Shipping Tax
- Shipping Documents
- Comment
- Attachment

Ins

Tax Category: 21% VAT / VAT 21%

Shipping Cost

Shipping Amount:

Shipping Date:

Shipping Tax

Category:* 0% VAT / VAT 0%

Location:

Description: VAT 0%

Regime:

Date Of Pre-Payment:

Law Reference:

Taxable Amount:*

Tax Rate Type:

Rate(%): 0

Tax Amount:

Exempt Detail: (no value) ▾

Date Of Supply: 25 Apr 2022

Triangular Transaction

How to add PDF attachment to your invoice

Update Save Exit Next

* Indicates required field

Subtotal: 110.65 EUR
Total Tax: 0.00 EUR
Total Gross Amount: 110.65 EUR
Total Net Amount: 110.65 EUR
Amount Due: 110.65 EUR

A

Add to Header ▾

- Tax
- Shipping Cost
- Shipping Documents
- Comment
- Attachment

Supplier VAT

Supplier VAT/Tax ID: BBBBBB

ISR reference number:

B

Add to Header ▾

- Tax
- Shipping Cost
- Shipping Documents
- Comment
- Attachment

No.	Include	Type
<input checked="" type="checkbox"/>	100	MATERIAL

Pricing Details

Price Unit:
Unit Conversion:

Line Item Actions ▾ Delete

- Edit
- Add
- Pricing Details
- Comments
- Attachment

C

*Attachments

The total size of all attachments cannot exceed 10MB

4

Choose File No file chosen Add Attachment

3

ISR reference number:

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

Purchase Order: 450030657

Create Order Confirmation Create Ship Notice **Create Invoice**

Order Detail Order History **1**

Standard Invoice
Line-Item Credit Memo
Line-Item Debit Memo

Invoices **2**

Invoice #	Customer	Reference	Submit Method
<input checked="" type="radio"/> test22062021a	Novartis Pharma	450030657	Online
<input type="radio"/> test11062021a	Novartis Pharma	450030657	Online
<input type="radio"/> test10062021a	Novartis Pharma	450030657	Online

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

Summary **3**

Credit Memo #:

Credit Memo Date: 8 Apr 2022

Original Invoice No: test22062021a

Original Invoice Date: 22 Jun 2021

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
10	<input checked="" type="checkbox"/>	MATERIAL	EMPTY_FIELD	FO FLUOXETIN 20 1A DT DE 20µm255mm	46220595	-1	MTR	140.58 EUR	-0.14 EUR

Pricing Details

Price Unit: MTR Unit Conversion: 1 Price Unit Quantity: 1,000.0 Description:

Tax

Category: VAT Taxable Amount: -0.14 EUR Rate(%): 19 Tax Amount: -0.03 EUR

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.**

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**.

Summary of invoice counts:

- 15 Orders (Last year POs)
- 6 New orders (Last year new POs)
- 20 Invoices (Last year invoices)
- 1 Rejected invoices (Last year rejected inv.)
- 7 Pinned documents

Type	Invoice Number	Customer	Reference	Submission Method	Invoiced Date ↓	Amount	Routing Status	Invoice Status	Actions
Standard Invoice	test07062021aa	Novartis Pharma K.K. Supplier - TEST	9911603265	Online	Mar 17, 2022	€0.17 EUR	Acknowledged	Sent	...
Standard Invoice	test26012022a	Novartis Pharma K.K. Supplier - TEST	9911474104	Online	Jan 26, 2022	€32.07 EUR	Failed	Rejected	...

See the explanation of the statuses below:

Routing Status	Invoice Status	Explanation & Action to take
Sent / Queued	Sent	Invoice was successfully sent and should reach Novartis system soon.
Acknowledged	Sent	Invoice was successfully sent and reached Novartis system.
Failed	Rejected / Failed	Invoice contains errors, needs to be corrected and resubmitted. 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.

Detail | Scheduled Payments | **History** | 2

Rejected Invoice:
Reasons:
 INV-38: The invoice was successfully received.
INV-33: An exception occurred while processing the invoice. Error: Only one net term allowed
 DOC-6: A document preprocessing error occurred.
 DOC-1: Invoice validation failed.

Invoice could be rejected due to buyer business rules. Check the History tab for the reason the buyer rejected this invoice.

[Edit & Resubmit](#) ← 3

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 directly on Ariba in the corner of your account in the help center.

The screenshot shows the SAP Ariba Network account interface. The top navigation bar includes 'SAP Ariba Network', 'Standard Account', and an 'Upgrade' button. The user's name 'MH' is visible in the top right corner, with a yellow circle '1' around it. A red arrow points from this circle to a dropdown menu that is open, showing account settings. In this menu, 'Customer Relationships' and 'Settings' are highlighted with red boxes and a yellow circle '2'. A red dashed arrow points from 'Customer Relationships' to a table of current customers. The table has columns for 'Customer', 'Network ID', 'Relationship Type', and 'Approved Date'. A row for 'Novartis' is highlighted, and a 'Supplier Information Portal' link is highlighted with a red box and a yellow circle '1'. A yellow circle '3' is also present in the top right corner of the interface. The bottom right corner features a 'Welcome to your SAP Ariba Standard Account' message and a 'Support' button, both with a yellow circle '3' around them. The bottom navigation bar includes 'Messages', 'Documentation', and 'Support' buttons.

Customer	Network ID	Relationship Type	Approved Date
Customer			
Novartis	AN01003603018	Trading	2 Jul 2019

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.

The screenshot shows the SAP Business Network interface. At the top, there is a dark blue header with the SAP logo, 'Business Network', 'Standard Account', and an 'Upgrade' button. A red arrow points to a question mark icon in the top right corner, labeled with a yellow circle '1'. Below this is the 'Help Center Contact us' section. A navigation bar contains 'Home', 'Learning', and 'Contact us', with 'Contact us' highlighted by a red box and a red arrow labeled '2'. To the right, a 'Help Topics' sidebar is visible, containing a search bar, 'Documentation', 'Support' (highlighted with a red box), and 'What's new in Standard acc...'. The main content area has a search bar with 'Account hierarchy' entered, also highlighted with a red box. Below the search bar, there are two article snippets: 'How do I create an account hierarchy?' and 'How do I merge/consolidate accounts?'. At the bottom, a red box highlights a search bar with the text 'Can't find what you're looking for?' and a blue 'Contact us' button, labeled with a yellow circle '3'. A red dashed arrow points from the 'Contact us' button in the sidebar down to the 'Contact us' button at the bottom.

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)
-
- ✗ 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](#)

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](#)