

# *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: <a href="https://help.sap.com/docs/business-network-for-trading-partners/seller-account-settings-and-profile-configuration/notifications">https://help.sap.com/docs/business-network-for-trading-partners/seller-account-settings-and-profile-configuration/notifications</a>
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 +/- 4 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.

## Questions on SAP Business Network

Why SAP BN for Supply Chain Collaboration?

Why are you using SAP Business Network?

Novartis is simplifying collaboration with suppliers and digitalizing processes on the SAP Business Network.

Is this mandatory/necessary?

We are moving away from paper, and email exchange, digitalizing our Supply Chain processes on the SAP Business Network, looking forward for you to join us in this digital transformation.

We will only exchange Supply Chain Documents over the SAP Business Network with our direct materials suppliers to provide visibility and transparency and reduce errors and discrepancies in our processes.

Are any fees applicable to access and use SAP Business Network?

No! This is a Buyer Funded Program, and all costs as fees for transacting with Novartis on the SAP Business Network are being absorbed by Novartis.

Please note that this only applies for the Supply Chain Collaboration document exchange, hence if you would have other Customer relationships already on SAP Business Network, that would not apply to your transactions. For more information regarding fees, please visit this link:

<https://www.sap.com/products/business-network/suppliers/enterprise-account.html>.

What documents will I receive on the SAP BN Portal and where can I find functional trainings/documentations?

You will receive following documents, to which training materials location is added after type of document exchange defined:

- [Novartis SCC PO Collaboration](#)
- [Novartis SCC Forecast Collaboration](#)
- [Novartis SCC Return Collaboration](#)
- [Novartis SCC Subcontracting Collaboration](#)

## Registration on SAP BN

### How do I create a new account on SAP Business Network?

Novartis will send you an invitation, through SAP Business Network, to register and start collaborating on the tool. **If you don't have an account**, register following [these instructions](#).

**If you already have an Enterprise account**, you can use that account to accept Novartis's Trading Relationship Request.

**If you have a Standard account**, you should upgrade to an Enterprise account to be able to access all collaboration features. Novartis will be covering any fees associated with SCC project for transacting through the SAP Business Network and there will be no extra costs for you. To start collaborating, please accept the Trading Relationship Request. Please check [this video](#) and follow the instructions.

You can also register a new Enterprise account to work only with Novartis.

Please find more information [here](#).

*\*It is necessary to have an Enterprise Account for SCC projects, however SCC projects are Buyer funded, no cost associated for transacting with SCC Buyers on the SAP BN*

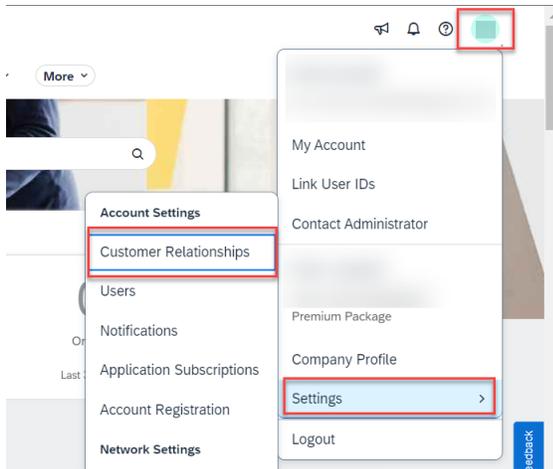
### Can I use my already existing Standard Account to work with Novartis?

No, it is necessary to use an Enterprise account to be able to access all the Supply Chain Collaboration features, but this is a Buyer funded project and Novartis is covering all the fees associated with SCC project for transacting with them over the SAP Business Network.

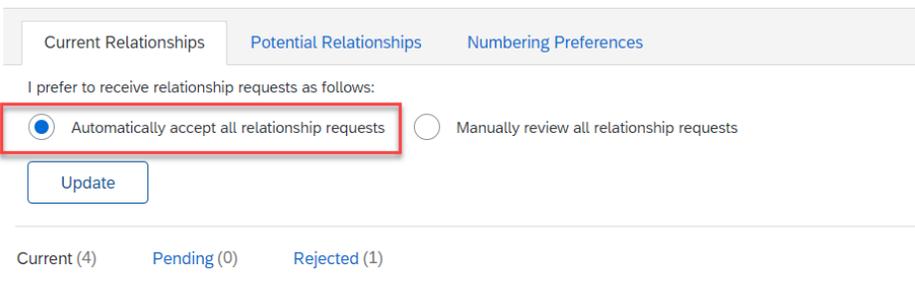
### How do I accept a Trading Relationship [Request (TRR)?

Please find more information [here](#).

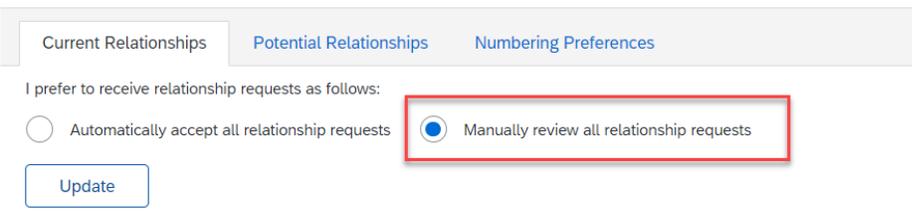
**Disclaimer:** Trading Relationship Request (TRR) is accepted automatically on Test account either upon creation of the test account (on how to create test account, please see the information under point 11), or by already existing test account – if created earlier. For latter case, automatic acceptance of TRR only happens, if settings under Customer Relationships in Test account:



Are set for “Automatically accept all relationship requests”:

A screenshot of a settings page titled 'Current Relationships'. There are three tabs: 'Current Relationships', 'Potential Relationships', and 'Numbering Preferences'. Below the tabs, the text reads 'I prefer to receive relationship requests as follows:'. There are two radio button options: 'Automatically accept all relationship requests' (which is selected and highlighted with a red box) and 'Manually review all relationship requests'. Below the radio buttons is an 'Update' button. At the bottom, there are three status indicators: 'Current (4)', 'Pending (0)', and 'Rejected (1)'.

This is the default settings, so if you did not change it, the automatic acceptance should work. But if you have chosen to manually review all requests:

A screenshot of a settings page titled 'Current Relationships'. There are three tabs: 'Current Relationships', 'Potential Relationships', and 'Numbering Preferences'. Below the tabs, the text reads 'I prefer to receive relationship requests as follows:'. There are two radio button options: 'Automatically accept all relationship requests' and 'Manually review all relationship requests' (which is selected and highlighted with a red box). Below the radio buttons is an 'Update' button.

You need to login to your test SAP Business Network account, and manually approve the TRR, prior any document exchange could happen with Novartis.

What type/version of browsers to use to access [supplier.ariba.com](https://supplier.ariba.com)

Please review this article on recommendation:

<https://help.sap.com/docs/ariba/ariba-cloud-solutions-technical-requirements/supported-browsers?version=2511>

Are any additional steps needed to complete registration?

Yes, you should complete your order and routing configurations if Purchase Order is in scope for you. Test account should be created/enabled to complete the onboarding process. Instructions “How to create a test account” can be found on the point 11.

[https://sapvideoa35699dc5.hana.ondemand.com/?entry\\_id=1\\_jfow9po1](https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_jfow9po1)

## Set-up & Configuration

The person that owned the Account no longer works in the company; how can I claim this account?

You will need to raise a support ticket for this, via SAP support:

[https://sapvideoa35699dc5.hana.ondemand.com/?entry\\_id=1\\_6ufxykck](https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_6ufxykck)

Can I transfer the SAP BN admin rights of the account to someone else in my organization?

<https://help.sap.com/docs/business-network-for-trading-partners/seller-account-settings-and-profile-configuration/transferring-account-administration-role>.

How do I create a Test Account?

How-to video:

[https://sapvideoa35699dc5.hana.ondemand.com/?entry\\_id=1\\_i0nae2kd](https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_i0nae2kd)

How do I reset my password?

[Creating and Resetting Passwords | SAP Help Portal](#)

## Users

How do I create users?

Video: [https://sapvideoa35699dc5.hana.ondemand.com/?entry\\_id=1\\_vbie452g](https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_vbie452g)

How do I create roles for my users?

Managing Roles

[Managing Roles | SAP Help Portal](#)

Support

How do I reach out to SAP Support?

[https://sapvideoa35699dc5.hana.ondemand.com/?entry\\_id=1\\_6ufxykck](https://sapvideoa35699dc5.hana.ondemand.com/?entry_id=1_6ufxykck)

Additional training materials

[Playlist](#) on how to manage document exchange on SAP Business Network.

**Important!** Please note that not all recorded features are applicable for Novartis.

Functional training materials should be used to understand the process on a deeper level.

Additional resources:

[SAP Business Network – Supplier Account Settings and Profile Configurations](#)

[SAP Business Network Supplier Training \(JP\) \(ariba.com\)](#)