



Novartis Supplier Info Pack

Guide to **SAP Ariba**  Invoicing



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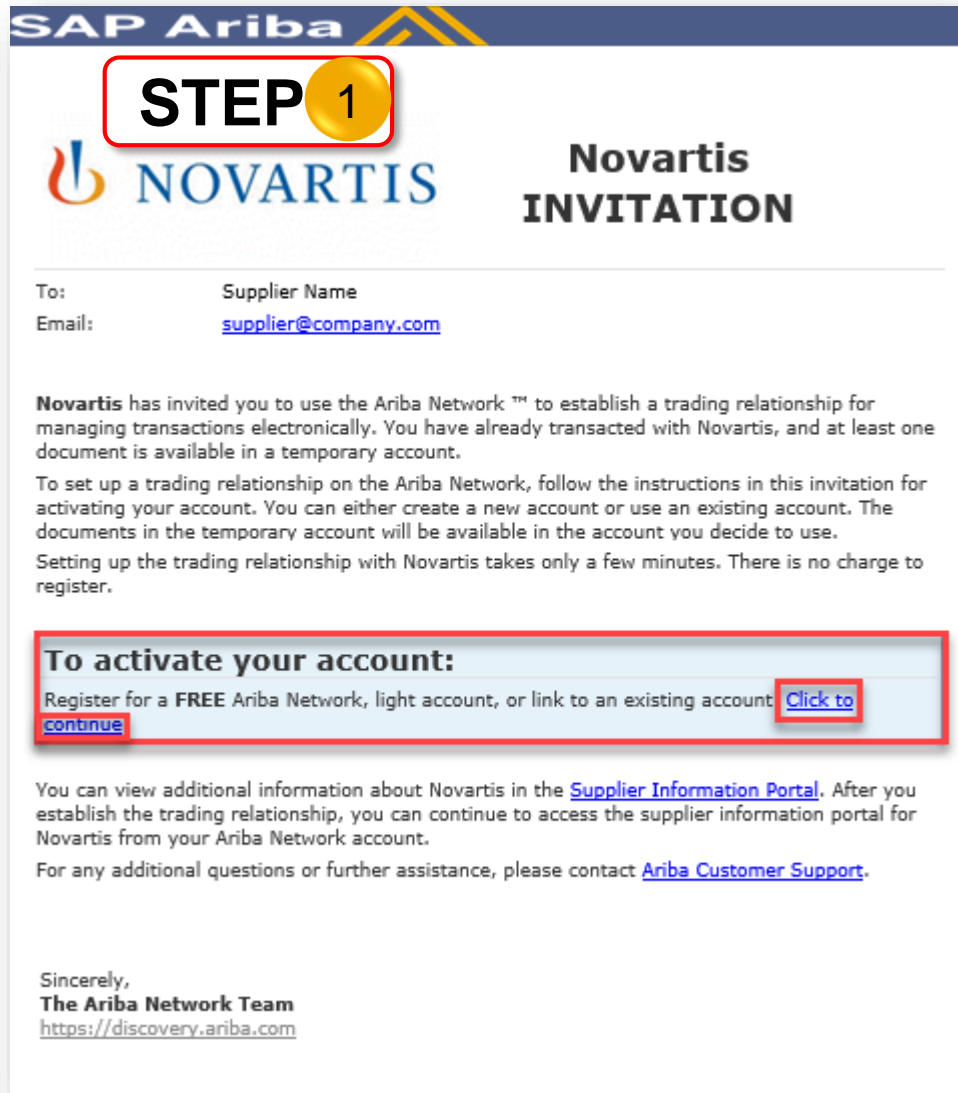
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How to take ownership of my Ariba Standard Account?

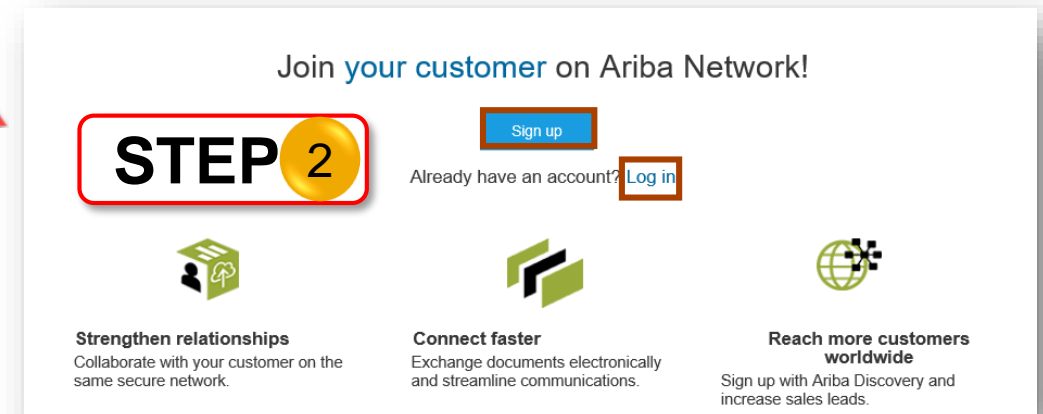


STEP 1 - Accept Trading Relationship Request

- 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

1 Click on the gear icon in the top right corner.

2 Check ☒ Process non-catalog orders as catalog orders if part numbers are entered manually

3 Select **Email** as the routing method.

4 Enter email addresses in the **Email address** field: 1@email.com,2@email.com,3@email.com,4@email.com

5 Check ☒ Include document in the email message

6 Click **Save** and **Close**

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

Invoice Routing Notifications

The screenshot shows the SAP Ariba Network interface. A yellow circle with the number '1' points to the settings icon in the top right. A red arrow points from this icon to a dropdown menu. In this menu, 'Electronic Invoice Routing' is highlighted with a red box. A yellow circle with the number '4' points to the 'Save' button at the bottom right of the settings panel.

The 'Network Settings' panel is open, showing the 'Electronic Invoice Routing' tab. Under 'Capabilities & Preferences', the 'Sending Method' section shows 'Invoices' and 'Customer Invoices' both set to 'Online'. The 'Notifications' tab is selected, indicated by a yellow circle with the number '2'. It contains a table with notification settings. A red box highlights the checkboxes for 'Invoice Failure', 'Invoice Status Change', and 'Invoice Created Automatically', with a yellow circle '3' pointing to the first checkbox. The 'To email addresses (one required)' column shows '1@email.com' for each notification type.

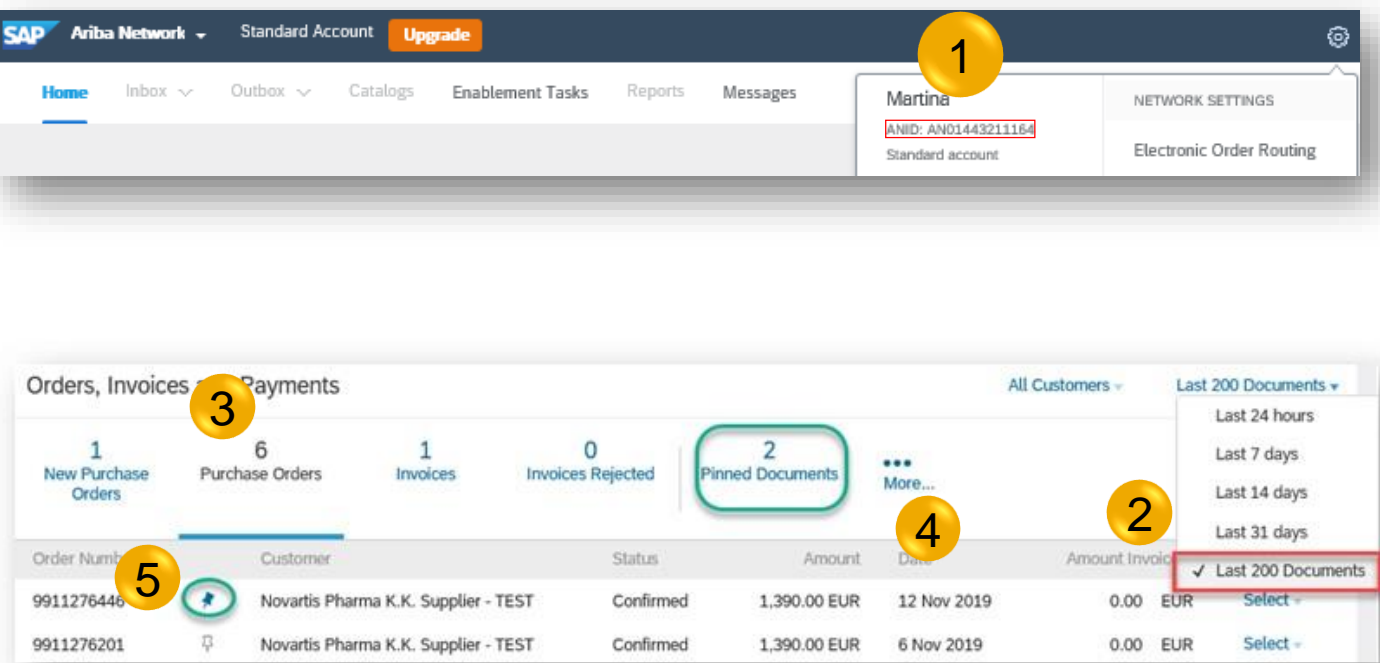
Type	Send notifications when...	To email addresses (one required)
Invoice Failure	<input checked="" type="checkbox"/> Send a notification when invoices are undeliverable or rejected.	1@email.com
Invoice Status Change	<input checked="" type="checkbox"/> Send a notification when invoice statuses change.	1@email.com
Invoice Created Automatically	<input checked="" type="checkbox"/> Send a notification when an invoice is created automatically on behalf of your company.	1@email.com

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?

1 Supplier Login

User Name

Password

Login

Having trouble logging in?

2 Orders, Invoices and Payments

All Customers Last 200 Documents

Now we're m

Check it out.

App Store

4 New Purchase Orders 20 Purchase Orders 12 Invoices 1 Invoices Rejected 2 Pinned Documents ... More...

Order Number	Customer	Status	Amount	Date	Amount Invoiced	Action
4500099566	Novartis Pharma K.K. Supplier - TEST	New	1,042.00 CZK	31 Jan 2020	0.00 CZK	Select +
3004894216	Novartis Pharma K.K. Supplier - TEST	Invoiced	1.00 CZK	30 Jan 2020	1.00 CZK	Send me a copy to take action

3 Your customer sent you this order through Ariba Network.

Process order

4 Ship All Items To

Lek d.d.- FDF – final products
Zgornji Brnik 300
4210 BRNIK - AERODROM
Slovenia
Ship To Code: SI03
Phone: +386 () +386-4-2815100
Fax: +386 () +386-4-2815119
Email: sushant.jayade@novartis.com
Location Code: SI03

Bill To

Lek d.d.
Verovškova ul. 57
1526 Ljubljana
Slovenia
Phone: +386 () 01 580 21 11
Fax: +386 () 01 568 35 17
buyerID: SI03

Line Items

Line #	Part # / Description	Customer Part #	Type	Qty (Unit)	Need By
10	ZL RANITIC 10MG/ML 50MG/5ML 5LIAM DE	46231921	Material	100,000.0 (PCE)	12 Mar 2019

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.

Please follow these steps to locate your PO creator:

- 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

Orders, Invoices and Payments

All Customers Last 200 Documents

1 New Purchase Orders 6 Purchase Orders 1 Invoices 0 Invoices Rejected 7 Pinned Documents More

Now we're mobile. Check it out. App Store

Does Ariba offer training? Why can't I find...

Order Number	Customer	Status	Amount	Date
9911276446	Novartis Pharma K.K. Supplier - TEST	Confirmed	1,390.00 EUR	12 Nov 2019
9911276201	Novartis Pharma K.K. Supplier - TEST	Confirmed	1,390.00 EUR	6 Nov 2019
9911276228	Novartis Pharma K.K. Supplier - TEST	Confirmed	1,390.00 EUR	3 Oct 2019
9911276201	Novartis Pharma K.K. Supplier - TEST	Invoiced	1,390.00 EUR	27 Sep 2019
3004890847	Novartis Pharma K.K. Supplier - TEST	Confirmed	800.00 EUR	9 Jul 2019
3004890838	Novartis Pharma K.K. Supplier - TEST	New	1,512.00 EUR	9 Jul 2019

THE BEST RUN SAP

Ma He (best-martina.hevrova3@novartis.com) last visited 21 Nov 2019 11:29:28 PM | Martina - TEST | AN014432111 | SAP Ariba Privacy Statement Security Disclosure Terms of Use

0 New Early Payment Offers 1 Invoices Pending Payment 1 Invoices Pending Approval 0 Payments that Need Attention

0 Payments Received 1 Pinned Documents 0 Orders that Need Attention 1 Orders to Confirm

5 Orders to Invoice 5 Orders to Ship 0 Orders with Service Lines

3 Manage Default Tiles

Manage Action Tiles on the Home Dashboard

Done Cancel

Restore Defaults

Available Tiles

Name	Select
Pinned Documents	Select
New Early Payment Offers	Select
Invoices Pending Payment	Select
Orders to Invoice	Select
Orders to Ship	Select
Orders to Confirm	Select
Orders with Service Lines	Select
Payments that Need Attention	Select
Invoices Pending Approval	Select
Orders that Need Attention	Select
Payments Received	Select

Selected Tiles

Name	Remove
New Purchase Orders	Remove
Purchase Orders	Remove
Invoices	Remove
Invoices Rejected	Remove

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
 - 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

The screenshots illustrate the process of creating a user and role in the SAP Ariba Network. The first screenshot shows the 'Novartis Test' account settings with 'Users' selected under 'ACCOUNT SETTINGS'. The second screenshot shows the 'Manage User Roles' section with 'Create Role' highlighted. The third screenshot shows the 'Create User' dialog with fields for 'Email Address', 'First Name', and 'Last Name'. The 'Role Assignment' table shows 'User access' is selected. The 'New Role Information' pop-up shows permissions for 'User access' on page 2, with various roles like 'Quality Notification Access' and 'Quality Review Access' checked.

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

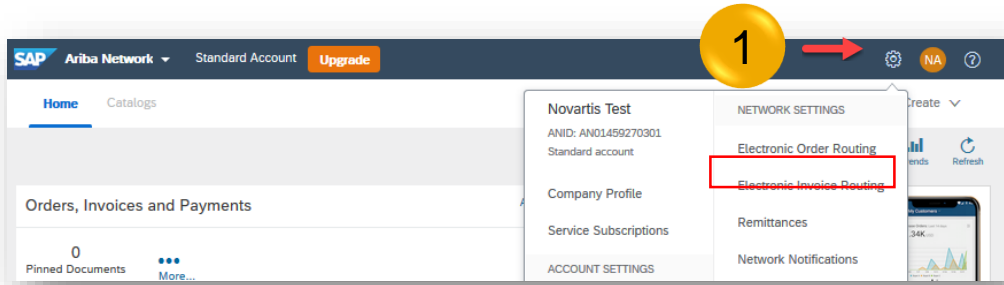
In order to have your bank details automatically populated on your Ariba invoices, please follow these steps:

- 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**

The screenshot displays the SAP Ariba Network interface for configuring bank details. The interface includes a top navigation bar with 'SAP Ariba Network', 'Standard Account', and an 'Upgrade' button. A left sidebar contains 'Home', 'Catalogs', 'Orders, Invoices and Payments', and 'Remittance Address'. The main content area shows the 'Remittance Address' form with fields for Address 1, Address 2, Address 3, City, State (Alabama [US-AL]), Zip, Country (United States [USA]), and Contact. A checkbox 'Make this address default' is checked. Below this is the 'Remittance ID Assignment' table with columns 'Customer' and 'Remittance ID'. A checkbox 'Include Bank Account Information in invoices' is checked. The 'Payment Methods' section shows 'Preferred Payment Method' set to 'Wire'. A 'WIRE TRANSFER' dialog is open, showing fields for Beneficiary Bank: Account Name, Account #, Confirm Account #, Account Type (Checking), SWIFT Code, Confirm SWIFT Code, IBAN, Bank Name, Branch Name, Address 1, Address 2, Postal Code, City, State, and Country (Italy [ITA]). A 'Save' and 'Close' button is visible in the top right corner.

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.

Please follow these steps:

- 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

This screenshot shows the 'Network Settings' dialog box. A yellow circle with the number '2' points to the 'Tax Invoicing and Archiving' tab, which is highlighted with a red box. Below the tab, the 'Tax Information' section contains several fields: 'Tax Classification' (no value), 'Taxation Type' (no value), 'Tax ID' (123456789), 'State' (empty), 'Region' (empty), and 'Vat ID' (123456789). A yellow circle with the number '3' points to the 'Tax ID' field. A yellow circle with the number '4' points to the 'Save' button in the top right corner of the dialog box.

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?

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.

Top of the page

Bottom of the page

Attachments

The size of all attachments cannot exceed 10MB

Browse... No file selected. Add Attachment

1

2

3

4

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.

1

Line Items

Insert Line Item Options

☒ Tax Category: VAT

Standard Tax Selections

Sales

VAT

GST

HST

PST

QST

Usage

Withholding Tax

Other Tax

Configure Tax Menu

2

Configure Tax

OK

* Tax Category	* Rate	Tax Description
VAT	10	VAT 10%
VAT	0	VAT 0%

Delete Create

3

Insert Line Item Options

☒ Tax Category: VAT

Standard Tax Selections

0% VAT / VAT 0%

10% VAT / VAT 10%

Add to Included Lines

4

Category: 0% VAT / VAT 0%

Location:

Description: VAT 0%

Regime:

Date Of Pre-Payment:

Law Reference:

Taxable Amount: 400.00 EUR

Rate(%): 0

Tax Amount: 0.00 EUR

Exempt Detail: (no value)

Date Of Supply: 8 Jan 2020

Triangular Transaction

Category: 10% VAT / VAT 10%

Location:

Description: VAT 10%

Regime:

Date Of Pre-Payment:

Law Reference:

Taxable Amount: 400.00 EUR

Rate(%): 10

Tax Amount: 40.00 EUR

Exempt Detail: (no value)

Date Of Supply: 8 Jan 2020

Triangular Transaction

Delete

Update Save Exit Next

How to add taxes?

A

1

Header level tax ☒ Line level tax ☐

Category: VAT

Location:

Description: VAT 0%

Regime:

Date Of Pre-Payment:

Law Reference:

Taxable Amount: 500.00 EUR

Tax Rate Type:

Rate(%):

Tax Amount: 0.00 EUR

Exempt Detail: (no value)

Date Of Supply: 8 Jan 2020

☐ Triangular Transaction

B

1

Tax ☐ Header level tax ☒ Line level tax ☐

2

4

Line Items

1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☒ Tax Category: VAT ☐ Shipping Documents ☐ Special Handling ☐ Discount

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
10	<input checked="" type="checkbox"/>	MATERIAL		Werbebudget Q1		60	EA	1.00 EUR	60.00 EUR

Pricing Details

Price Unit: EA

Unit Conversion: 1

Price Unit Quantity: 1.0

Description:

Tax

Category: VAT

Location:

Description: VAT 0%

Regime:

Date Of Pre-Payment:

Law Reference:

Taxable Amount: 60.00 EUR

Tax Rate Type:

Rate(%):

Tax Amount: 0.00 EUR

Exempt Detail: (no value)

Date Of Supply: 13 Jan 2020

☐ Triangular Transaction

Add to Included Lines

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

A) Add tax on Header level:

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

OR

B) Add tax on Line item level:

- 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.

How to create a partial invoice with quantity 1?

1 Your customer sent you this order through Ariba Network. **Process order**

2 Purchase Order: 3004890847
Create Invoice
 Standard Invoice
 Credit Memo
 Line-Item Credit Memo

3 **Summary**
 Purchase Order: 3004890847
 Invoice #:
 Invoice Date: 22 Nov 2019
 Service Description:
 Supplier Tax ID: DE123456

4 **Insert Line Item Options**
 Tax Category: 19% VAT
 Tax: 19% VAT
 Standard Tax Selections
 Sales
 VAT
 GST
 HST
 PST
 QST
 Usage
 Withholding Tax
 Other Tax
 Configure Tax Menu
 Triangular Transaction

5 **Quantity** 0.1
 Unit Price 550.00 EUR
 Subtotal 55.00 EUR

6 **Add to Included Lines**

7 **Next**

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

How to create a Line-item credit memo?

1

Novartis Pharma K.K. Supplier - TEST sent a new order

Your customer sent you this order through Ariba Network.

Process order

2

Purchase Order: C028-3800018980

Create Order Confirmation Create Ship Notice Create Invoice Print
Order Detail Order History Standard Invoice Credit Memo Line-Item Credit Memo

3

Line-Item Memo

Invoices (1)

Invoice #	Customer	Reference	Submit Method	Origin	Self Billing
1234563	Novartis Pharma K.K. Supplier - TEST	C028-3800018980	Online	Supplier	No

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

4

Summary

Credit Memo #:

Credit Memo Date: 13 Jan 2020

Original Invoice No: testaribade113

Original Invoice Date: 29 Aug 2019

5

Insert Line Item Options

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

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL		NOVRW000001171 - Joe9 - Lang9 - TEST_Aud		-100	EA	10.00 EUR	-1,000.00 EUR

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

Tax Category: VAT Taxable Amount: -1,000.00 EUR Rate(%): Tax Amount: 0.00 EUR Exempt Detail: (no value) Date Of Pre-Payment: Date Of Supply: 13 Jan 2020 Law Reference: Triangular Transaction

Line Item Actions Delete Update Save Exit Next

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.

Few simple steps

- 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.

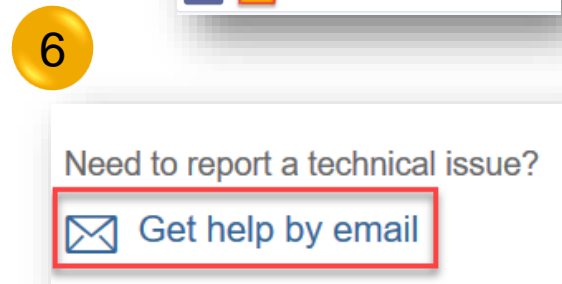
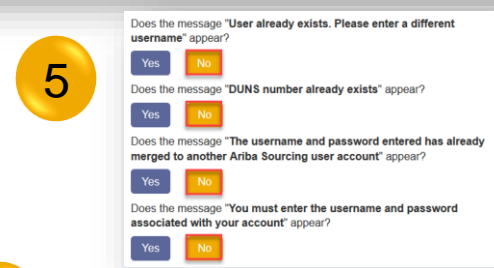
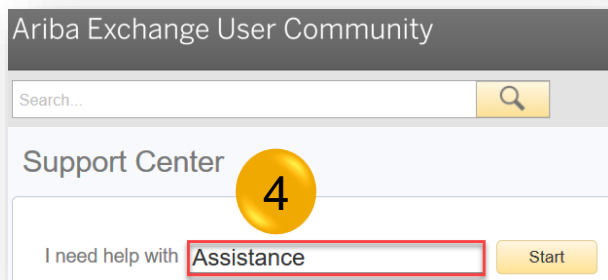
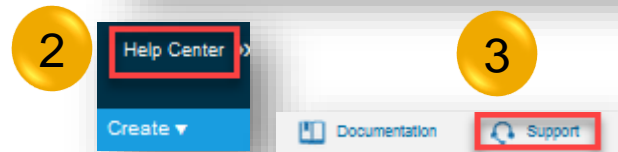
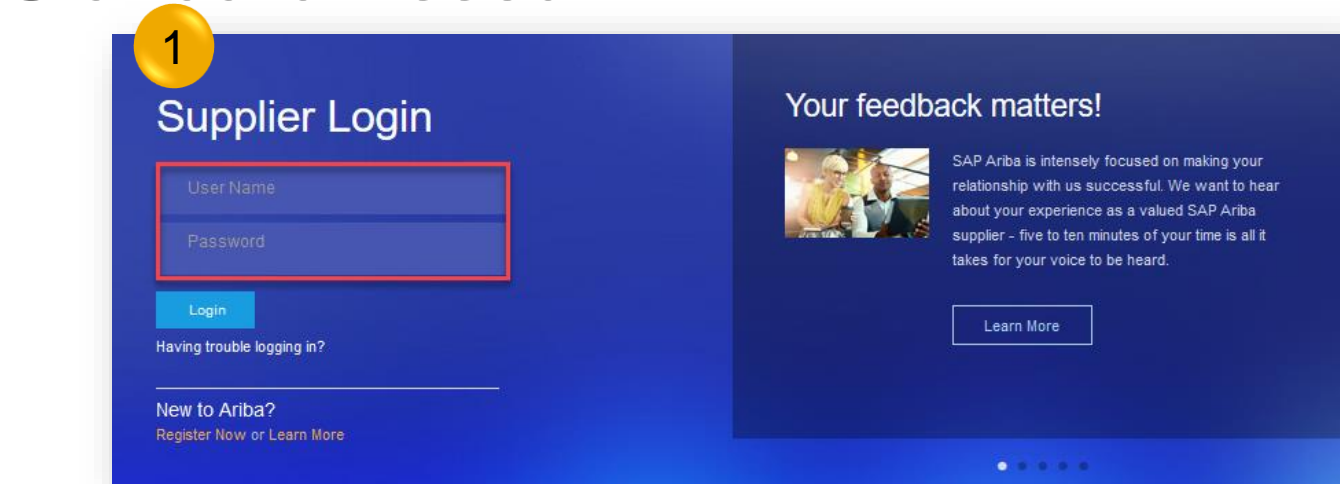
Note: Once you receive the confirmation that the onboarding has been completed, please revert back to Novartis on contact.elink@novartis.com.

How to get support from a Standard Account ?

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



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

1 Supplier Login

User Name
Password
Login
Having trouble logging in?
New to Ariba?
Register Now or Learn More

2 Help Center

3 Support

4 Support Center

I need help with Assistance Start

5 Does the message "User already exists. Please enter a different username" appear?
Yes No
Does the message "DUNS number already exists" appear?
Yes No
Does the message "The username and password entered has already merged to another Ariba Sourcing user account" appear?
Yes No
Does the message "You must enter the username and password associated with your account" appear?
Yes No

6 Can't find what you are looking for? Let us help you.
Choose your communication preference:
Get help by live chat
Get help by phone Estimated wait in minutes: 2

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)

- ✗ 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](#)
- ✗ Invoice went to incorrect invoice approver – [RTP contacts](#)