



Novartis Procure-to-Pay

Onboarding Package Pakistan

Contact P2P Solution Center:
payables.pk@novartis.com
[Supplier Portal](#) | [Novartis](#)



We are pleased to welcome you as a new valued Partner to Novartis. This letter is intended to assist you in understanding our policies and procedures for ensuring timely payment of your invoices.

Procure to Pay (P2P) overview

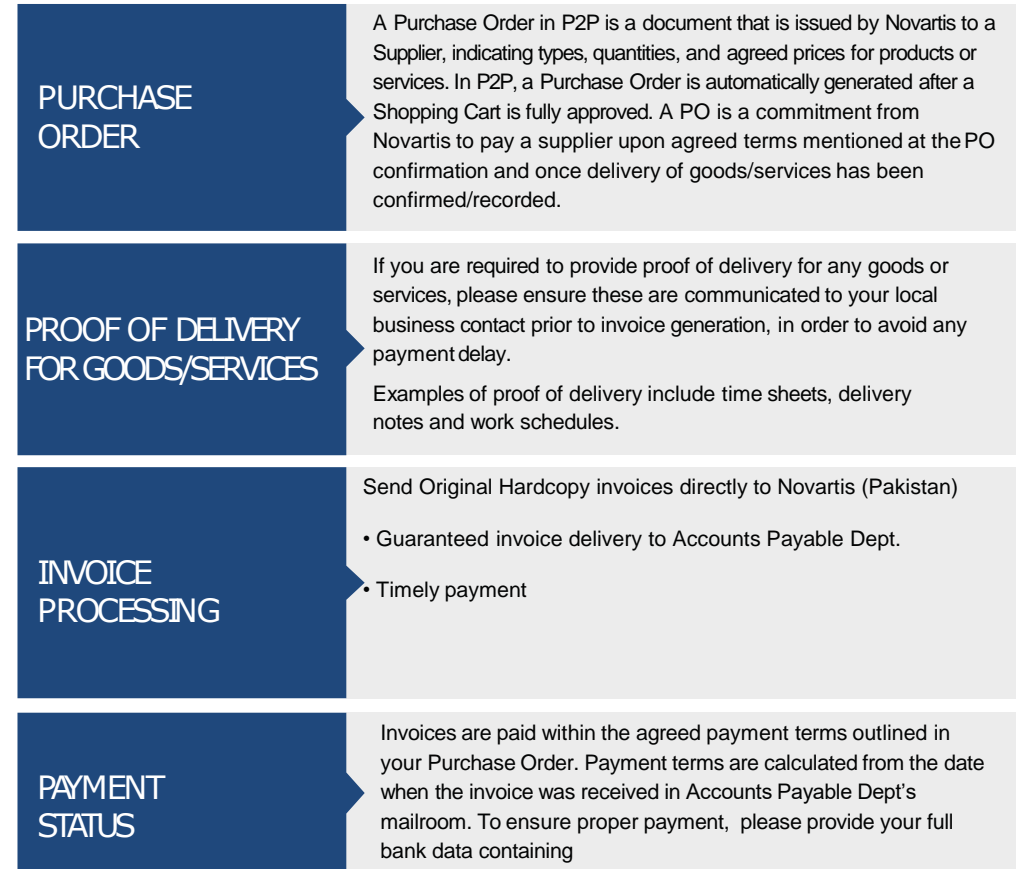
Our Procure to Pay Process

The Procure to Pay process starts with the creation of a Purchase Order (PO) and ends with the payment of the invoice. Adherence to the following procedures will facilitate on-time payment of your invoices and will ensure compliance with financial and Sarbanes-Oxley requirements.

How does Novartis operate its Procure to Pay Process?

For Novartis Company Codes in Pakistan, Procure to Pay is a process operated by our Novartis Global Service Center, based in Malaysia, who handles supplier invoices and supports the Procure to Pay end-to-end processes.

More detailed end-to-end Procure to Pay Process




Bank account holder name
Bank name
Bank address
Bank account
IBAN
Bank code/branch code
SWIFT

PO confirmation details



The PO confirmation is delivered to every supplier and for every single PO. The method of communication is the one stated at the supplier creation process being e-mail or fax.

Whenever a PO is created, the following form will be sent to you:



Purchase Order No : 300XXXXXX/400XXXXXX

SUPPLIER ADDRESS: Company Name Street, City Country Supplier No.: xxx	INVOICING ADDRESS: Novartis company name Street, City Country
ISSUED DATE : xx.xx.xx	PAYMENT TERMS: Within 90 Days Due Net
DELIVERY ADDRESS: Novartis company name Street, City Country	CONTACT PERSON: xxx Job Title: xxx Department: xxx e-Mail : xxx Tel : xxx

#	Part Number(SKU)	Quantity	U/M	Description	Unit Price	Value w/o Tax	Delivery Date
1		0.00	EA	Goods/services A	0.00	0.00	xx.xx.xxxx
2		0.00	EA	Goods/services B	0.00	0.00	xx.xx.xxxx

All prices excl. Tax : Total	currency	0.00
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***This is a computer generated PO, hence no manual signature is required.

IMPORTANT :

Please indicate the Purchase Order number on all invoices and documents failure to do so may result in payments being delayed.

THE PURCHASE ORDER STANDARD TERMS AND CONDITIONS (CONDITIONS OF PURCHASE JULY 2015 VERSION 3) PRINTED HERE-AFTER APPLY TO THIS PURCHASE ORDER. PLEASE NOTE THAT THE STANDARD TERMS AND CONDITIONS WERE LAST UPDATED JULY 2015

Unless a separate signed contract which addresses this order is in place between the parties it is subject to the attached Standard Terms and Conditions.

- INVOICE MUST REFERENCE INVOICING ADDRESS
- PAYMENT TERMS
- INVOICE MUST REFERENCE PURCHASE ORDER
- DELIVERY ADDRESS
- INVOICE MUST REFERENCE LINE ITEMS
- LpkAL TERMS AND CONDITIONS

Invoicing Guidelines

To ensure the smooth receipt, processing and payment of invoices, please observe the following requirements.

Invoices:

Send Original Invoice Hardcopy to:

Novartis Pharma Pakistan Ltd

15 West Wharf, Dockyard Road, PO Box 100 & 7247 Karachi, Sindh. 74000. Pakistan

Attention: FRA Ops – P2P

The Novartis standard Payment Terms is 60 days or according to the agreement stated on PO, from invoice receipt date to AP Dept mailroom address.

When changing the bank details, get in touch in advance (before invoicing) with the appropriate contact person in Novartis.

Invoice content

- Name and address of Novartis bill to entity.
 - Supplier name, address, Company/ Tax registration number
 - Unique invoice number
 - Invoice date
 - Description of goods or services delivered
 - Unit price, net price and sales Tax amount
 - Purchase Order number (10digit number for Novartis starting with 3*../4*..) is obligatory.
 - Name of the Novartis contact person (requester) and department (in case no Purchase Order number is available)
 - Bank account information for prompt payment
 - Invoicing in foreign currency – Tax calculation in PKR
 - Email address for remittance advise
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Invoice Requirements



To ensure timely processing and payment of invoices, please include the following data in your invoice:

Bill To Entity Addresses:

Novartis Pharma Pakistan Ltd

15 West Wharf, Dockyard Road, PO Box 100 & 7247 Karachi, Sindh.
74000. Pakistan

Invoice / Tax Invoice / Credit Note / Debit Note							DOCUMENT TYPE	
Invoice no. XXX				Invoice date: xx.xx.xxxx			INVOICE NUMBER AND DATE TAXABLE DATE	
Vendor: Company name Company address Postal code, Country Tax registration no.				Purchase Order/ Cost Object */ Novartis Requester Name			PO, CC OR NOVARTIS REQUESTER NAME	
Bill To : Company name Address : Company address Country				Delivery address: Ship To address Country			ALL MANDATORY ADDRESSES	
Item no.	Description	Qty	Unit Price	Net Amount	Sales Tax Rate	Sales Tax Amount	Gross Amount	LINE ITEM DETAILS FROM PO INCLUDING SALES TAX INFORMATION
1	Good/service A	0.00	0.00	0.00	%	0.00	0.00	
2	Good/service B	0.00	0.00	0.00	%	0.00	0.00	
TOTAL				0.00		0.00	0.00	
To be paid: 0.00 CURRENCY: XXX							BILLING CURRENCY	
Sales Tax Amount: PKR XXX							TOTAL SALES TAX AMOUNT IN PKR	
Bank account: XXXXXXXXXX							BANK DETAILS TO ENABLE PAYMENT	
Delivery Place							MANDATORY IF DELIVERY DATE IS DIFFERENT FROM INVOICE DATE	

*Cost Object: Cost Center/Project code WBS/Internal Order

Returning an Invoice

Why was my invoice sent back?

Main Reason	Description and detailed reasons	What you should do?
Issue with delivery confirmation related documents	Delivery confirmation or other goods / service receipting documentation should be sent to the requester, not to Accounts Payable.	<ol style="list-style-type: none"> 1. Send delivery confirmation or other supporting documentation to the requestor separately from the invoice. 2. Copy the requester when sending invoice documents in electronic format to invoices.pk@novartis.com.
Issue with Purchase Order (PO) Or Non-PO invoice requester information	<ol style="list-style-type: none"> 1. PO number is incorrect or deleted. 2. The PO cannot be matched to invoice because the individual line item detail is not stated on the invoice. 3. Novartis contact person and department are missing or incorrect. 	<ol style="list-style-type: none"> 1. Provide the correct PO number and the correct line item detail that matches to the PO. Please refer to the detailed information received on PO. 2. Please contact the requester, if any information or clarification is needed.
Issue with invoice address	<ol style="list-style-type: none"> 1. Invoice is billed to wrong/ incomplete Novartis entity name. 2. Invoice has wrong Novartis address. 	<p>Please use the correct Novartis address i.e.</p> <p>Novartis Pharma Pakistan Ltd 15 West Wharf, Dockyard Road, PO Box 100 & 7247 Karachi, Sindh. 74000. Pakistan</p>
Issue with Sales Tax information	<ol style="list-style-type: none"> 1. Unit price, net amount, Tax amount or rate is missing or incorrect. 2. Supplier's Tax number is missing. 3. Tax amount in PKR missing. 4. Missing statement that supplier is "not registered for Tax". 	Please provide the correct and complete information.
Issue with document	<ol style="list-style-type: none"> 1. Vendor address missing or incorrect 2. Invoice date missing or incorrect 3. Invoice currency / unit of measure 4. Service period 5. Incorrect calculation 	Please add the missing information or correct the wrong information.

Main Reason	Description and detailed reasons	What you should do?
Issue with bank details (in case no bank details exist for your company in our system)	<ol style="list-style-type: none"> 1. Bank details are completely missing. 2. Bank code or bank account is missing. 3. No payment remit-to email address. 	Please provide the missing information.
Missing document type	<ol style="list-style-type: none"> 1. Document type not stated (Invoice, Tax invoice, Credit note, Debit note). 2. Unique invoice number is missing 3. Unique invoice number of original invoice is missing for corrective tax. 	Please provide the missing information.

What is the invoice rejection process?

Invoices are reviewed by our processing team for compliance.

A notification is sent to the supplier via e-mail informing that the invoice is rejected due to one of the reasons listed here, with a request to correct the invoice and resend for processing and payment.

Once a new, correct invoice is received, it will be posted and paid according to due date. Payment terms are calculated based on invoice receipt date at Novartis Accounts Payable mailroom.

Non-acceptable invoice types:

- Quotes
- Estimates

Keeping us updated

In order for us to send Purchase Orders to the correct address and to ensure timely payment of your invoices, the following information must be kept regularly updated:

- Company name
- Company address
- Contact details (telephone number, e-mail address)
- Tax registration number
- Payment details

Should any of the above information change, we will require the updated information to be sent to us immediately.

Failure to do so may result in the delayed payment of your invoice.

Where to get support

For invoice-related inquiries, please send your question to the dedicated e-mail address:

payables.pk@novartis.com

Communication sent to you

Remittance advice

A remittance advice includes the list of all invoices that were included in the latest payment. We provide you with:

- An invoice number
- The amount
- The payment date