

## **Invoicing Submission Guidelines:**

Please send your invoice through any of the below options:

**1. Invoices through email:** Share your invoices with us (as a PDF attachment) to below email address: [nvs.invoice@novartis.com](mailto:nvs.invoice@novartis.com)

*Refer to point # 6 in the below section for guidelines on submitting invoices through email.*

**2. Paper Invoices:** Send your invoice to below mention address:

BancTec TPS India Pvt. Ltd, Tower No 3, 4th Floor, International Infotech Park,  
Vashi Railway Station Complex, Vashi, Navi Mumbai, Maharashtra 400705 India.

For payment or any other invoice related queries, please reach out to our Vendor Helpdesk at [ap-helpdesk.india@novartis.com](mailto:ap-helpdesk.india@novartis.com) after submission of invoice/s

### **IMPORTANT:**

1. For any deviations, please notify your Business/Purchasing contact immediately
2. Indicate the PO number and Novartis contact on all billings and related documents.
3. Novartis give priority to business partners and suppliers who meet our Third Party Code of Conduct and share our societal and environmental values. We strongly support your efforts to promote these values through your business activities.
4. Please ensure that you mandatorily mention Novartis PAN & GST Number in all Invoices. (For Novartis India Ltd PO mention NIL PAN & relevant GST number & for Novartis Healthcare Private Limited PO, mention NHPL PAN and relevant GST Number).
5. Terms & Condition
  - Invoices must only be sent once to the appropriate address. Please do not send the same invoice in electronic and paper form.
  - Any costs associated with mailing and any time delays are the responsibility of the supplier. Hence, we strongly encourage you to use the electronic option.
  - Please be aware that communication related to invoice processing may come from our external partners – Exela Technologies or Tata Consultancy Services (TCS). These are legitimate communications.

### **6. Guidelines for sending invoices through email**

- All invoices must contain correct Purchase Order Number, the requester name or name of the department, from which the order originates.
- Electronic invoices (in PDF) should only be sent to [nvs.invoice@novartis.com](mailto:nvs.invoice@novartis.com). You may copy your business contact while submitting invoice/s to the above address. **Do not send Payment or other queries to this email address**
- Do not include Multiple invoices in one PDF.
- Complete legal Entity name and address should be mentioned on the invoice/s.
- Invoice/s should be digitally signed or invoice should contain that "This is a computer generated invoice, hence no signature is required".
- Scan copies of Physical invoices will be rejected.
- Novartis assumes that Tax credit would be available based on the invoice/s submitted by the vendor.
- Any denial of Tax credit to Novartis due to deficiency in the submitted e-invoice/s will be the responsibility of the vendor.