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# Novartis Procure to Pay Onboarding Package

Oman

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.

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# 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, Procure to Pay is a process, which handles supplier invoices and supports the end-to-end processes.

## More detailed end-to-end Procure to Pay Process

### PURCHASE ORDER

A Purchase Order is a document that is issued by Novartis to a Supplier, indicating types, quantities, and agreed prices for products or services. In P2P, a Purchase Order is automatically generated after a Shopping Cart is fully approved. A PO is a commitment from Novartis to pay a supplier upon agreed terms mentioned at the PO confirmation and once delivery of goods/services has been confirmed/rendered.

### PROOF OF DELIVERY FOR GOODS/SERVICES

If you are required to provide proof of delivery for any goods or services, please ensure these are communicated to your local business contact prior to invoice generation, in order to avoid any payment delay.

Examples of proof of delivery include time sheets, delivery notes and work schedules.

### INVOICE PROCESSING

For the time being Novartis Oman offers only manual invoice processing.

### PAYMENT STATUS

Invoices are paid within the agreed payment terms outlined in your Purchase Order and they are calculated from the date when invoice was received in our mailroom in Novartis Oman headquarter. To ensure proper payment, please provide your full bank data containing:

Bank account holder name

Bankname

Bank address

Bank account

IBAN (wherever mandatory)

Bank code/branch code SWIFT

ABA number (mandatory for USA)

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# 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, preferably being e-mail.

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



Novartis Pharma Services  
 Representative Office Oman  
 Al Qurum Gardens Block A 2nd Floor Office  
 no. 34 Way no. 2237 Al Qurum Street  
 100 Muscat, Sultanate of Oman Oman  
 Tel: +96824568492  
 Fax:

<b>Supplier Address:</b> Novartis Pharma Services Representative Office Oman Al Qurum Gardens Block A 2nd Floor Office no. 34 Way no. 2237 Al Qurum Street 100 Muscat, Sultanate of Oman Oman	<b>Invoicing Address:</b> Novartis Pharma Services Representative Office Oman Al Qurum Gardens Block A 2nd Floor Office no. 34 Way no. 2237 Al Qurum Street 100 Muscat, Sultanate of Oman Oman
<b>Supplier Number:</b> <b>Email:</b>	<b>E-mail:</b>
<b>Issued Date :</b> DD Month YYYY	<b>Payment Terms :</b> Net 60 days

INVOICE MUST REFERENCE INVOICING ADDRESS

PAYMENT TERMS

Purchase Order : 4100XXXXXX	
<b>Delivery Address:</b> Novartis Pharma Services 2nd Floor, Office no. 34 Al Qurum Gardens Block A Way no. 2237 Al Qurum Street 100 Muscat Oman	<b>Requester Name</b> <b>Email</b> :.NAME.SURNAME@NOVARTIS.COM <b>COM</b> <b>Phone</b> <b>Currency</b> <b>SC number</b> <b>Purchasing responsible</b>

INVOICE MUST REFERENCE PURCHASE ORDER

DELIVERY ADDRESS

#	Description	Quantity	UOM	Price	Per	Value	Delivery Date
10	Good/Service A	0,000	PC	0,00	1	0,00 AED	dd.mm.yyyy
20	Good/Service B	0,000	PC	0,00	1	0,00 AED	dd.mm.yyyy
30	Good/Service C	0,000	PC	0,00	1	0,00 AED	dd.mm.yyyy
<b>Total Value :</b>						0,00 AED	

INVOICE MUST REFERENCE LINE ITEMS

Purchase Order : 4100XXXXXX
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GENERAL TERMS AND CONDITIONS

**IMPORTANT**

1. Please indicate the Purchase order number on your invoice; otherwise this will lead to delay your payments.
2. Please acknowledge the receipt of the purchase order, via fax or email prior to final order processing.
3. Please ensure invoice details, are accurately matching the purchase order details.
4. Goods and/or services shall be delivered on or before the date specified on the Purchase Order.
5. For this purchase order general terms of Novartis Pharma Services AG., Representative Office in Oman, version November 2020, shall apply.

Please find the full General Terms and Conditions at the following link: <https://www.novartis.com/supplier-portal/documentation>

# Invoice Requirements



For more detailed information please see the [Invoicing Guidelines](#).

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

Invoice		DOCUMENT TYPE																																
Invoice no. XXX	Invoice date:xx.xx.xxxx	INVOICE NUMBER AND DATE																																
Vendor: Company name Company address Postal code, Country VAT registration no.	Purchase Order/ Cost Object*/ Novartis employee name	PO,CC OR NOVARTIS EMPLOYEE NAME																																
Invoicing: Novartis Company name Address: Company address Country VAT registration no.	Delivery address: Delivery address Country	ALL MANDATORY ADDRESSES																																
<table border="1"> <thead> <tr> <th>Item no.</th> <th>Description</th> <th>Qty</th> <th>Unit price</th> <th>Net amount</th> <th>Tax%</th> <th>Tax amount</th> <th>Gross Amount</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Good/service A</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>2%</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>2</td> <td>Good/service B</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>2%</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td colspan="6" style="text-align: right;"><b>TOTAL</b></td> <td>0.00</td> <td>0.0</td> </tr> </tbody> </table>	Item no.	Description	Qty	Unit price	Net amount	Tax%	Tax amount	Gross Amount	1	Good/service A	0.00	0.00	0.00	2%	0.00	0.00	2	Good/service B	0.00	0.00	0.00	2%	0.00	0.00	<b>TOTAL</b>						0.00	0.0		LINE ITEM DETAILS FROM PO CONFIRMATION INCLUDING VAT INFORMATION
Item no.	Description	Qty	Unit price	Net amount	Tax%	Tax amount	Gross Amount																											
1	Good/service A	0.00	0.00	0.00	2%	0.00	0.00																											
2	Good/service B	0.00	0.00	0.00	2%	0.00	0.00																											
<b>TOTAL</b>						0.00	0.0																											
To be paid: 0.00 CURRENCY: XXX		BILLING CURRENCY																																
Bank account: IBANXXXXXXXXXX		BANK DETAILS TO ENABLE PAYMENT																																
Delivery date		MANDATORY IF DELIVERY DATE IS DIFFERENT FROM INVOICE DATE																																

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

# Invoicing Guidelines

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

## Invoicing address

**Novartis Pharma Services  
Representative Office Oman**  
Al Qurum Gardens Block A 2nd Floor Office  
no. 34 Way no. 2237 Al Qurum Street  
100 Muscat, Sultanate of Oman

Invoicing should occur no later than two months after the delivery date indicated on the Purchase Order line items.

Payment will be made upon receipt of the invoice by Novartis in accordance with the Contract or Purchase Order. After completing the Services, invoice can either be sent in original hard copy to company's headquarters indicated above or mailed to [om.nphs@novartis.com](mailto:om.nphs@novartis.com) stating "Novartis Oman – Ref: PO No. 41xxxxxxx" in the subject field.

## Invoice content

Each invoice must be accompanied by all original expense receipts or other proof of payment for which reimbursement is requested. If any of requirements are not stated on invoice, Novartis will return invoice to the Service Provider and will not proceed with payment. Invoice will be returned in case of below scenarios:

- Invoice image is not clear
- Bill to address is incomplete/incorrect
- Service Provider address not stated
- Service Provider bank details not stated (if applicable)
- Invoice date not mentioned
- Invoice amount/total not mentioned
- PO number not mentioned/Incorrect PO number mentioned
- Not a valid invoice (proforma invoice/Statement/documents which are not claimed as invoice or credit note)
- The contact person at Novartis or any other person designated by Novartis not mentioned on the invoice
- PO currency is not same as invoice currency
- Invoice that does not indicate the currency
- Invoice that does not comply to the tax regulation requirements (e.g., VAT number of the Service Provider, VAT rate, VAT amount etc., Net amount, Gross amount etc.)
- Detailed description and breakdown of the Services and the date (s) of completion of the Services not indicated on the invoice

# Returning an invoice

## Why was my invoice sent back?

Invoices may be sent back to you for multiple reasons. The most common reasons for returned invoices are the following:

- Bank Details are missing
- PO number is missing or invalid/Cost object or Novartis contact employee name is missing
- PO referenced on the invoice is closed
- Address is wrong/wrong Novartis company code
- VAT invalid (invoices must mention the invoicing address and VAT number as mentioned on the PO as well as the supplier VAT number)
- Invoice is a duplicate

All potential reasons for a return of an invoice to be found here:

[Invoice Requirements & Invoicing Guidelines](#)

Non-acceptable invoice types:

- Quotes
- Estimates
- Proforma invoices

## What is the invoice rejection process?

Invoices are reviewed by our processing team for compliance check with the Novartis defined Invoice Requirements and Invoicing Guidelines and, based on this review the invoice may be rejected for the reasons referenced previously.

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

Once 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 mailroom in Novartis Oman headquarter.

# Communication sent to you

## Open items

This is the list of all the documents that have been registered in Novartis Accounting systems but that are not included in the payment run due to possible reasons:

- Blocked for payment – invoice is posted but it is awaiting confirmation of services/goods receipt. *Please refer to your Novartis contact directly for more details.*
- Manual block – document cannot be paid, please contact us for clarification
- Pending posting – document received but not yet posted
- Document posted but not yet due

According to our Reconciliation Policy, Statement of Account will be sent to you in case of overdue balances in Novartis books.

# Invoice submission options



Two channels are available for submitting invoices:



E-mail submission



Physical submission to headquarters

Reducing the impact on environment with paperless management is of great importance to Novartis. Therefore we would like to encourage you to choose e-mail submission, also for faster invoice processing and payment for provided services/goods.





## Where to get support

For invoice-related inquiries, please contact the P2P Solution Center on +386 1 580 3001 or send your question to the dedicated e-mail address: [apinfo.coe@novartis.com](mailto:apinfo.coe@novartis.com).