

Invoicing @ Novartis

Novartis is committed to continuously improving our on-time payments to our suppliers for goods and services. The invoices we receive will be matched with the approved purchase order and a goods receipt, or service confirmation, prior to payment.

We operate a strict no-PO, no-pay policy to ensure invoices get posted against a timely raised Purchase Order. This means you must have a valid purchase order for [PO mandatory categories \(PDF 0.1 MB\)](#) before starting work with Novartis and issuing an invoice for payment.

Invoices are paid within the agreed payment terms outlined in the Purchase Order and they are calculated from the date when invoice is received by Novartis in our mailroom/systems.

Your invoice will be returned if it does not include the required information listed below. Also, payments may be delayed if invoices require correction and re-submission.

Invoice requirements for PO mandatory categories

- Novartis company entity as per the purchase order (PO).
- Novartis PO number clearly indicated in the invoice as well as in all other correspondence.
- First and last name of the requestor – this is your Novartis contact who ordered the Products or Services upon which the invoice is based.

[Access country specific invoicing guidelines for Paper Invoice submission to avoid payment delay](#)

E-Invoicing with Novartis

We are committed to ensuring that we provide not only timely and efficient payment processing for goods and services to all our suppliers but that we do this whilst supporting our drive towards environmental sustainability through the adoption of e-solution.

E-invoicing through the SAP® Ariba® Network

We are working with SAP® Ariba®, a leader in cloud procurement applications, to offer the SAP® Ariba® Network solution as a transaction platform for you to access purchase orders and submit electronic invoices to Novartis.

What are the main benefits for you?

- Full visibility on orders, invoices and payment status
- Elimination of costs associated with processing paper invoices (postal stamps, envelopes, printing)
- High paid-on-time rate by decreasing invoice processing time
- Fully compliant electronic invoices that can be used as tax original
- Greater standardization and transparency for conducting business across all Novartis entities · An opportunity to use the same e-invoicing solution across Novartis and other buying companies across the globe

We suggest our Suppliers register with a standard (free) or enterprise account submit invoices via the SAP® Ariba® Network to Novartis. You can find more information about Ariba Network on [Novartis SAP® Ariba® Network page](#).

Ariba Guided Buying – Activation of supplier account

[Download the instructions here \(PDF 0.7 MB\)](#)

If you have any questions related to registration, purchase orders, e-invoicing or payment status

[please log into Supplier Support Connect](#)

[Still need help ?](#)

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