



## Novartis Procure-to-Pay

Onboarding Package  
Taiwan

Contact P2P Solution Center:  
[payables.tw@novartis.com](mailto:payables.tw@novartis.com)  
+886 2 23227702



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

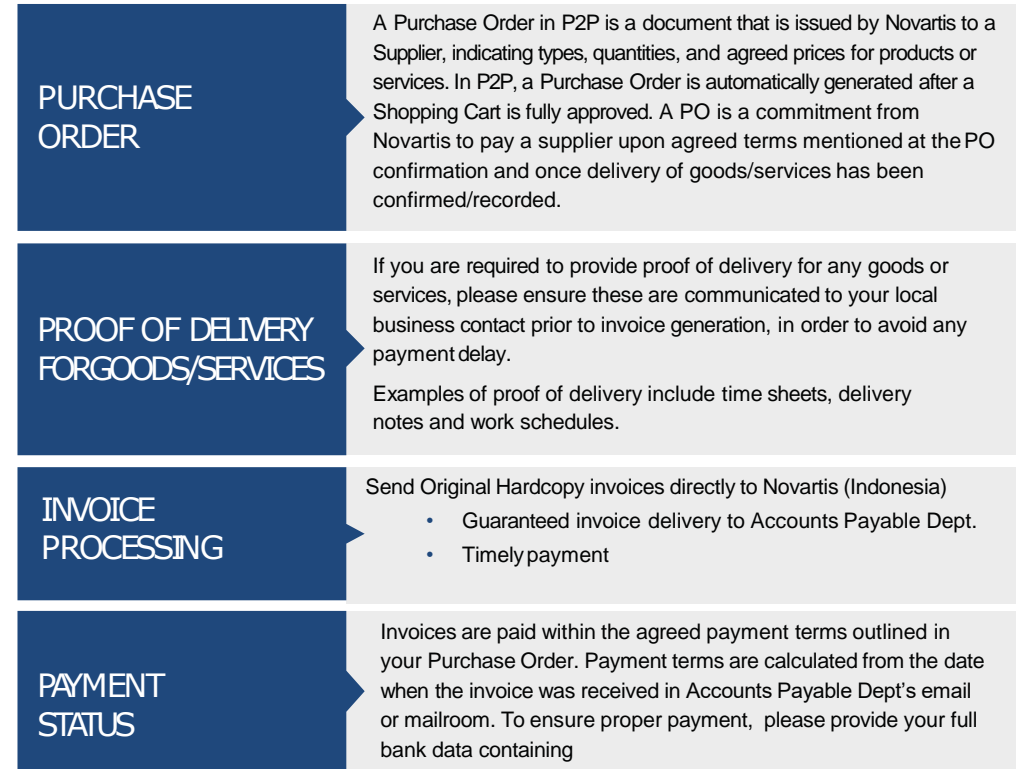
## Our Procure to Pay Process

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 Indonesia, 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 (wherever mandatory)
Bank code/branch code
SWIFT
VAT ID


# 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:

## Sample



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**Purchase Order No : 300XXXXXX/400XXXXXX**

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

#	Part Number(SKU)	Quantity	U/M	Description	Unit Price	Value w/o VAT	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

<b>All prices excl.VAT: Total</b>	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 HEREON 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

LEGAL TERMS AND CONDITIONS

# Invoicing Guidelines

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

## Send Original Hardcopy Invoice to:

**Novartis (Taiwan) Co., Ltd.**  
8F, No. 2, Sec. 3 MinSheng East Road,  
Zhongshan District, Taipei 10480,  
Taiwan

Attention: FRA Ops – AP

The Novartis standard Payment Terms is 60 days from invoice receipt date by Accounts Payable, or according to the agreement stated on PO.

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

## Invoice content

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- Heading “Tax Invoice”
  - Name and address of Novartis bill to entity
  - Supplier name, address, VAT ID - Tax Identification Number (TIN)
  - Unique invoice number
  - Invoice date
  - Description of goods or services delivered
  - Unit price, net price and VAT amount
  - Standard or reduced VAT rate, or statement that it is "exempt from VAT", and statement "not registered for VAT " if applicable.
  - Purchase Order number (10 digit 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)
  - Invoicing in foreign currency – VAT calculation in PHP
  - Bank account information for prompt payment
  - Email address for remittance advice
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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 (Taiwan) Co., Ltd.**  
 8F, No. 2, Sec. 3 MinSheng East Road,  
 Zhongshan District,  
 Taipei 10480, Taiwan  
**Attention: FRA Ops – AP**

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

\*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?
<b>Issue with paper invoice</b>	<ol style="list-style-type: none"> <li>1. Original hardcopy invoice not sent directly to AP Dept (FRA Ops – P2P).</li> <li>2. Invoice sent to or left with Novartis requester.</li> </ol>	All invoices must be sent by hand or mail directly to the AP Dept mailroom.
<b>Issue with delivery confirmation related documents</b>	Delivery confirmation or other goods / service receipting documentation should be sent to the requester, not to Accounts Payable.	<ol style="list-style-type: none"> <li>1. Send delivery confirmation or other supporting documentation to the requestor.</li> <li>2. Invoice must be handed or sent to Accounts Payable mailroom by the Vendor.</li> </ol>
<b>Issue with Purchase Order (PO) Or Non-PO invoice requester information</b>	<ol style="list-style-type: none"> <li>1. PO number is incorrect or deleted.</li> <li>2. The PO cannot be matched to invoice because the individual line item detail is not stated on the invoice.</li> <li>3. Novartis contact person and department are missing or incorrect.</li> </ol>	<ol style="list-style-type: none"> <li>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.</li> <li>2. Please contact the requester, if any information or clarification is needed.</li> </ol>
<b>Issue with invoice address</b>	<ol style="list-style-type: none"> <li>1. Invoice is billed to wrong/ incomplete Novartis entity name.</li> <li>2. Invoice has wrong Novartis address.</li> </ol>	<p>Please use the correct Novartis address for the correct bill-to entity.</p> <p><b>Novartis (Taiwan) Co., Ltd.</b> 11th Floor, No. 99, Section 2, Jen-Ai Road Taipei 10062 Taiwan Attention: FRA Ops – AP</p>
<b>Issue with VAT information</b>	<ol style="list-style-type: none"> <li>1. Unit price, net amount, VAT amount or rate is missing or incorrect.</li> <li>2. Supplier's VAT number is missing.</li> <li>3. VAT amount in IDR missing.</li> <li>4. Missing statement that supplier is "not registered for VAT".</li> </ol>	Please provide the correct and complete information.
<b>Issue with document</b>	<ol style="list-style-type: none"> <li>1. Vendor address missing or incorrect</li> <li>2. Invoice date missing or incorrect</li> <li>3. Invoice currency / unit of measure</li> <li>4. Service period</li> <li>5. Incorrect calculation</li> </ol>	Please add the missing information or correct the wrong information.

Main Reason	Description and detailed reasons	What you should do?
<b>Missing document type</b>	<ol style="list-style-type: none"> <li>1. Document type not stated (Invoice, Tax invoice, Credit note, Debit note).</li> <li>2. Unique invoice number is missing</li> <li>3. Unique invoice number of original invoice is missing for corrective tax.</li> </ol>	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)
- VAT registration number
- Banking details for electronic payment

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 contact the Novartis Global Services Center on +886 2 23227702 or send your question to the dedicated e-mail address: [payables.tw@novartis.com](mailto:payables.tw@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