

## Supplier FAQs

No	Question	Answer
1	How do I become a Novartis Supplier?	Where a new Supplier is required to fulfill a need from Novartis, a Novartis representative will reach out to you to initiate a conversation.
2	How do I access the Novartis Supplier portal?	Please access the Novartis <a href="http://www.novartis.com/suppliers">Supplier Portal</a> through <a href="http://www.novartis.com/suppliers">www.novartis.com/suppliers</a>
3	Where do I go if I have a question around Invoicing?	On the <a href="http://www.novartis.com/suppliers">Supplier Portal</a> see under 'How to invoice Novartis' tile.
4	I haven't been paid on time, who do I contact?	<p>You can track when your invoice was received and when you are likely to be paid under the 'When are you going to be paid' tile on the <a href="http://www.novartis.com/suppliers">Supplier Portal</a>. If you have additional questions or issues, please raise a ticket under 'How to get Support'. This functionality is only available for invoices sent to Novartis entities and not Sandoz.</p> <p>If you are using Ariba to receive PO and submit invoices you can also refer to <a href="#">Novartis Supplier Guide to SAP Ariba PO &amp; Invoice Management</a>.</p>
5	I have a question around the Terms and Conditions, whom do I contact?	In the first instance, you should reach out to your Novartis Business Partner. You can also access the Terms and Conditions at <a href="http://www.novartis.com/supplier-portal/documentation">www.novartis.com/supplier-portal/documentation</a> .
6	I need to terminate my relationship with Novartis, how do I do that?	In the first instance, you should reach out to your Novartis Business Partner.
7	I need to update my contact details or bank details; how do I do that?	<p>If you are not registered on Ariba Network to date, please visit <a href="https://www.ariba.com/ariba-network/ariba-network-for-suppliers">https://www.ariba.com/ariba-network/ariba-network-for-suppliers</a> to see how to easily do this or contact our <a href="#">Supplier Engagement team</a> to send you a registration link. Then going forward you will be able to manage all your details online.</p> <p>For any additional support required please reach out directly to your Business Relationship Manager who can help trigger the registration process.</p>
8	How do I get in touch with my Business Relationship Manager?	Just as you always have done, nothing has changed.
9	Who do I contact if I have issues with a Purchase Order (PO)?	<p>Please reach out to the PO Creator that you could see on your PO form.</p> <p>In case you're receiving the PO on the Ariba Network please see more information <a href="#">here</a>.</p>

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10	If I have a question/issue for Novartis, how do I get in touch now?	Please go to the <a href="#">Supplier Portal</a> and click on the 'How to get Support' tile and follow the instructions.
11	I have not received an email inviting my company to register as a new Supplier– why?	In the first instance please check your spam email folder and if not available please contact your Novartis Business Partner.
12	I am not familiar with Ariba - where can I go to get help registering?	We have created supporting <a href="#">Quick Reference Guides</a> which will take you through the step-by-step process of getting registered with Ariba Network. You can find these links under the 'How to get onboarded as a Supplier' tile on the <a href="#">Supplier Portal</a>
13	Do you have any training on Ariba available?	<p>We are partnering with SAP® Ariba®, a leader in cloud procurement applications, to offer the Ariba® Network as a transaction platform for you participating in sourcing events, issuing contracts, <b>onboarding as a new supplier</b>, accessing purchase orders and submitting electronic invoices to Novartis.</p> <p>We have links to helpful guides and FAQs; you can find them <a href="#">here</a>.</p>
14	The 10 days I was given to register in Ariba have lapsed – how do I continue registering?	After 10 days has lapsed, you will be contacted by one of our employees to ask for the registration information, during this exchange you can request the reactivation of the questionnaire.
15	My company has multiple entities across multiple markets / countries. Do I only need to register once?	Yes, you only need to register on Ariba once. Please note it's recommended to set-up one supplier Ariba account per legal entity.
16	How many colleagues can have access to my Ariba profile?	There is a limit of a maximum of 250 users that can have access to one Supplier Ariba Account.
17	How will it work if I have registered in one country but the other countries my company is based in does not yet use Ariba?	Companies are registered in Ariba based on legal entities. Different legal entities will have different registration profiles however we would always recommend one supplier Ariba account per legal entity.
18	If I have already registered on Ariba with another company, am I required to re-register?	On the Ariba Network, you can use the same account profile which you are using with other companies with Novartis. However, please be aware that a registration questionnaire with Novartis specific questions will still require submission from your side.

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19	What is the correct link to the Ariba Network after registration?	<p><a href="#">Ariba Network Supplier</a> A direct link to this page is also available through the <a href="#">Supplier Portal</a></p> <p>When you're invited to participate in a Novartis sourcing event, e-invoicing programme, or to register as a new supplier the link will be available in the email you receive.</p>
20	Does my company have to pay to use Ariba?	A <b>Standard Account</b> is a free of charge. However, an enterprise account with more functionality is available and is subject to a fee.
21	What infrastructure do I need to use the Ariba network?	The Ariba network is web-based, therefore all that is required to access the platform is a regular internet connection and a web browser.

22	What if I do not want to register on Ariba?	<p>Novartis is committed to the success of this initiative and is working hard to make the transition as seamless as possible for our suppliers. Suppliers that are asked to participate are considered strategic for on-going business of Novartis and are therefore expected to support this process change as a requirement for continuing our relationship</p> <p>Please discuss directly with your Novartis Business Partner.</p>
23	I am having a technical issue with Ariba, who do I contact?	<p>For technical and account-related questions: contact <a href="#">SAP Ariba Support</a></p> <p>If you are currently using Ariba for PO and Invoicing transmission, please see <a href="#">Novartis Supplier Guide to SAP Ariba PO &amp; Invoice Management</a> for more information.</p>