

Novartis Procure-to-Pay

Onboarding Package Egypt

Contact P2P Solution Center:
 payables.eg@novartis.com
 Supplier Portal | Novartis





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 Egypt, 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

| PURCHASE ORDER | A Purchase Order in P2P 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 PC confirmation and once delivery of goods/services has been confirmed/recorded. | |
|---|---|--|
| 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 | Send Original Hardcopy invoices directly to Novartis/Sandoz (Egyporthype Guaranteed invoice delivery to Accounts Payable Dept. Timely payment | |
| PAYMENT STATUS | Invoices are paid within the agreed payment terms outlined in your Purchase Order. Payment terms are calculated from the date when the invoice was received in Accounts Payable Dept's mailroom. To ensure proper payment, please provide your full bank data containing | |
| | Bank account holder name | |
| | Bank name | |

Bank address Bank account IBAN Bank code/branch code **SWIFT**

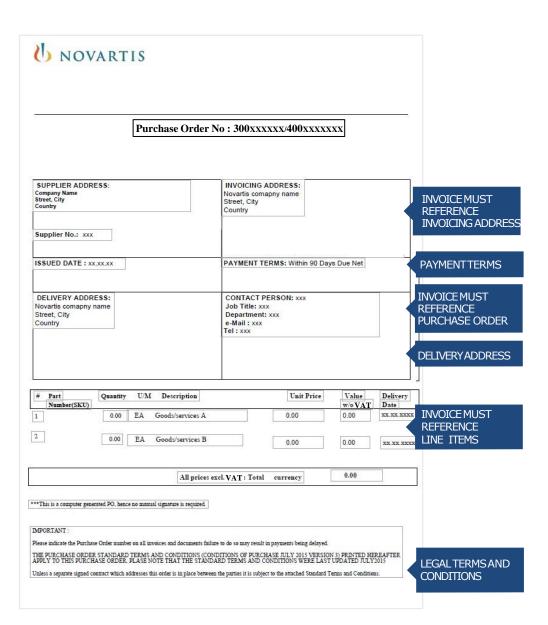
PO confirmation details

| Novartis Procure-to-Pay | Onboarding Package



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:



Invoicing Guidelines

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

Invoices:

Send Original Invoice Hardcopy to:

Novartis Egypt

3 El Sawah St. – EL Amiria, Cairo, Egypt

Attention: FRA Ops - P2P

Sandoz Egypt

Building 289 | Second Sector | City Center | 5th Settlement | New Cairo, Egypt

Attention: FRA Ops – P2P

The Novartis standard Payment Terms is 60 days or according to the agreement stated on PO, from invoice receipt date to AP Dept mailroom address.

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

Invoice content

- Name and address of Novartis bill to entity.
- Supplier name, address, Company/ VAT registration number
- Unique invoice number
- Invoice date
- Description of goods or services delivered
- Unit price, net price and VAT amount
- Purchase Order number (10digit 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)
- Bank account information for prompt payment
- Invoicing in foreign currency VAT calculation in EGP
- Email address for remittance advise

Invoice Requirements



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

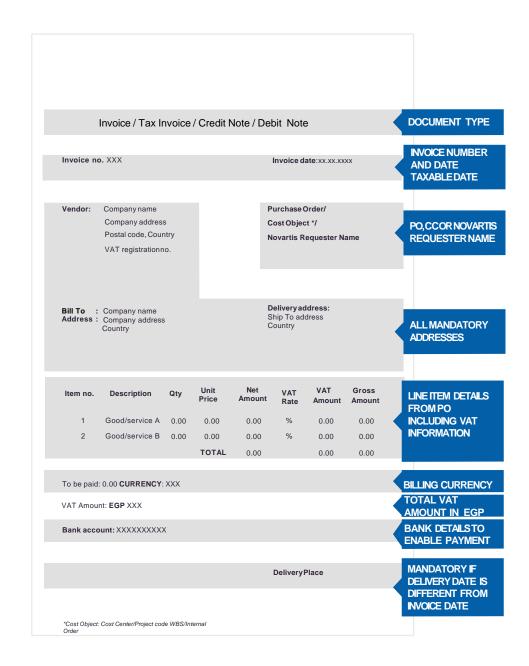
Bill To Entity Addresses:

Novartis Pharma Egypt S.A.E

3 El Sawah St. – EL Amiria, Cairo, Egypt

Sandoz Egypt Pharma S.A.E

Building 289 | Second Sector | City Center | 5th Settlement | New Cairo, Egypt



Returning an Invoice

Why was my invoice sent back?

| Main Reason | Description and detailed reasons | What you should do? |
|---------------------|--|--|
| Issue with delivery | Delivery confirmation or other goods / | 1. Send delivery confirmation or other |
| confirmation | service receipting documentation should | supporting documentation to the requestor |
| related documents | be sent to the requester, not to | separately from the invoice. |
| | Accounts Payable. | 2. Copy the requester when sending invoice |
| | | documents in electronic format to |
| | | invoices.eg@novartis.com. |
| Issue with | 1. PO number is incorrect or deleted. | 1. Provide the correct PO number and the |
| Purchase Order | 2. The PO cannot be matched to invoice | correct line item detail that matches to the |
| (PO) | because the individual line item detail is not | PO. Please refer to the detailed information |
| Or | stated on the invoice. | received on PO. |
| Non-PO invoice | 3. Novartis contact person and department | 2. Please contact the requester, if any |
| requester | are missing or incorrect. | information or clarification is needed. |
| information | - | |
| Issue with invoice | 1. Invoice is billed to wrong/incomplete | Please use the correct Novartis |
| address | Novartis entity name. | address i.e. |
| | 2. Invoice has wrong Novartis address. | Novartis Egypt |
| | | 3 El Sawah St. – EL Amiria, Cairo, Egypt |
| | | Sandoz Egypt Building 289 Second Sector City Center |
| | | 5th Settlement New Cairo, Egypt |
| Issue with VAT | Unit price, net amount, VAT amount or rate | |
| Issue with VAT | Unit price, net amount, VAT amount or rate is missing or incorrect. | 5th Settlement New Cairo, Egypt |
| | is missing or incorrect. | 5th Settlement New Cairo, Egypt Please provide the correct and |
| | is missing or incorrect. 2. Supplier's VAT number is missing. | 5th Settlement New Cairo, Egypt Please provide the correct and |
| | is missing or incorrect. 2. Supplier's VAT number is missing. 3. VAT amount in EGP missing. | 5th Settlement New Cairo, Egypt Please provide the correct and |
| | is missing or incorrect. 2. Supplier's VAT number is missing. 3. VAT amount in EGP missing. 4. Missing statement that supplier is "not | 5th Settlement New Cairo, Egypt Please provide the correct and |
| | is missing or incorrect. 2. Supplier's VAT number is missing. 3. VAT amount in EGP missing. | 5th Settlement New Cairo, Egypt Please provide the correct and |
| | is missing or incorrect. 2. Supplier's VAT number is missing. 3. VAT amount in EGP missing. 4. Missing statement that supplier is "not | 5th Settlement New Cairo, Egypt Please provide the correct and |
| information | is missing or incorrect. 2. Supplier's VAT number is missing. 3. VAT amount in EGP missing. 4. Missing statement that supplier is "not registered for VAT". | 5th Settlement New Cairo, Egypt Please provide the correct and complete information. |
| information | is missing or incorrect. 2. Supplier's VAT number is missing. 3. VAT amount in EGP missing. 4. Missing statement that supplier is "not registered for VAT". 1. Vendor address missing or incorrect | 5th Settlement New Cairo, Egypt Please provide the correct and complete information. Please add the missing information or |
| information | is missing or incorrect. 2. Supplier's VAT number is missing. 3. VAT amount in EGP missing. 4. Missing statement that supplier is "not registered for VAT". 1. Vendor address missing or incorrect 2. Invoice date missing or incorrect | 5th Settlement New Cairo, Egypt Please provide the correct and complete information. Please add the missing information or |

| Main Reason | Description and detailed reasons | What you should do? |
|---|--|---|
| Issue with bank | 1. Bank details are completely | Please provide the missing |
| details (in case no bank details exist for your company in our system) | missing. 2. Bank code or bank account is missing. 3. No payment remit-to email address. | information. |
| Missing document type | Document type not stated (Invoice, Tax invoice, Credit note, Debit note). Unique invoice number is missing Unique invoice number of original invoice is missing for corrective tax. | 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

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
- Payment details

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 send your question to the dedicated e-mailaddress:

payables.eg@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