



Novartis Procure-to-Pay

Onboarding Package Indonesia

Contact P2P Solution Center:
payables.id@novartis.com
+62 21 3048 0635



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

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 PO 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 (Indonesia)

- 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 email or mailroom. To ensure proper payment, please provide your full bank data containing

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:

Purchase Order No : 30xxxxxxx/45xxxxxxx

SUPPLIER ADDRESS: Company Name Street, City Country Supplier No.: xxx	INVOICING ADDRESS: Novartis company name Street, City Country ISSUED DATE : xx.xx.xx DELIVERY ADDRESS: Novartis company name Street, City Country	INVOICE MUST REFERENCE INVOICING ADDRESS
PAYMENT TERMS: Within 90 Days Due Net		PAYMENT TERMS
CONTACT PERSON: xxx Job Title: xxx Department: xxx e-Mail : xxx Tel : xxx		INVOICE MUST REFERENCE PURCHASE ORDER
		DELIVERY ADDRESS

#	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

All prices excl.VAT: Total currency 0.00

***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.

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:

PT Novartis Indonesia
AXA Tower 26th Floor - Kuningan City
Jl. Prof. Dr. Satrio Kav. 18
Kuningan, Setiabudi, South Jakarta
Post Code 12940, Indonesia
Attention: FRA Ops – AP Dept

OR:

PT Sandoz Indonesia
AXA Tower 26th Floor - Kuningan City
Jl. Prof. Dr. Satrio Kav. 18
Kuningan, Setiabudi, South Jakarta
Post Code 12940, Indonesia
Attention: FRA Ops – AP Dept

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

- The title "Faktur Pajak" for Tax Invoice.
- Name and address of Novartis bill to entity
- Supplier name, address, Company/ VAT registration number
- Name, position and signature of the person authorized to sign the VAT invoice.
- In some cases, commercial and tax invoice are allowed to be combined in one document. This is shown by the following statement on the document: "This document is considered as tax invoice in accordance with DGT regulation No. PER-24/PJ/2012" (in Bahasa)."
- 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*../45*..) 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 IDR
- Bank account information for prompt payment
- Email address for remittance advice

Invoice Requirements



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

Bill To Entity Addresses:

PT Novartis Indonesia

AXA Tower 26th Floor - Kuningan City
Jl. Prof. Dr. Satrio Kav. 18
Kuningan, Setiabudi, South Jakarta
Post Code 12940, Indonesia
Attention: FRA Ops – AP Dept

OR :

PT Sandoz Indonesia

AXA Tower 26th Floor - Kuningan City
Jl. Prof. Dr. Satrio Kav. 18
Kuningan, Setiabudi, South Jakarta
Post Code 12940, Indonesia
Attention: FRA Ops – AP Dept

Example

Invoice / Tax Invoice / Credit Note / Debit Note								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 Requester Name				PO, CC OR NOVARTIS REQUESTER NAME
Bill To : Company name Address : Company address Country Tax ID : XXX				Delivery address: Ship To address Country				ALL MANDATORY ADDRESSES
Item no.	Description	Qty	Unit Price	Net Amount	VAT Rate	VAT Amount	Gross Amount	LINE ITEM DETAILS FROM PO INCLUDING VAT INFORMATION
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	
TOTAL				0.00		0.00	0.00	
To be paid: 0.00 CURRENCY: XXX								BILLING CURRENCY
VAT Amount: IDR XXX								TOTAL VAT AMOUNT IN IDR
Bank account: XXXXXXXXXX								BANK DETAILS TO ENABLE PAYMENT
DeliveryPlace								MANDATORY IF DELIVERY DATE IS DIFFERENT FROM INVOICE DATE

*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?
Issue with delivery confirmation related documents	Delivery confirmation or other goods / service receipting documentation should be sent to the requester, not to Accounts Payable.	1. Send delivery confirmation or other supporting documentation to the requestor. 2. Invoice must be handed or sent to Accounts Payable mailroom by the Vendor.
Issue with Purchase Order (PO) Or Non-PO invoice requester information	1. PO number is incorrect or deleted. 2. The PO cannot be matched to invoice because the individual line item detail is not stated on the invoice. 3. Novartis contact person and department are missing or incorrect.	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. 2. Please contact the requester, if any information or clarification is needed.
Issue with invoice address	1. Invoice is billed to wrong/ incomplete Novartis entity name. 2. Invoice has wrong Novartis address.	Please use the correct Novartis address for the correct bill-to entity. PT Novartis Indonesia Or PT Sandoz Indonesia AXA Tower 26th Floor - Kuningan City Jl. Prof. Dr. Satrio Kav. 18 Kuningan, Setiabudi, South Jakarta Post Code 12940, Indonesia Attention: FRA Ops – AP Dept
Issue with VAT information	1. Unit price, net amount, VAT amount or rate is missing or incorrect. 2. Supplier's VAT number is missing. 3. VAT amount in IDR missing. 4. Missing statement that supplier is "not registered for VAT".	Please provide the correct and complete information.
Issue with document	1. Vendor address missing or incorrect 2. Invoice date missing or incorrect 3. Invoice currency / unit of measure 4. Service period 5. Incorrect calculation	Please add the missing information or correct the wrong information.

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

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 +62 21 3048 0635 or send your question to the dedicated e-mail address: payables.id@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