



## Novartis Procure-to-Pay

### Onboarding Package Vietnam

Contact P2P Solution Center:  
[payables.vn@novartis.com](mailto:payables.vn@novartis.com)  
[Supplier Portal](#) | [Novartis](#)





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 Vietnam, 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

Novartis offers two invoice processing options:

1 Electronic PDF Invoice sent to [invoices.vn@novartis.com](mailto:invoices.vn@novartis.com) :

- Guaranteed invoice delivery to Accounts Payable Dept.
- Timely payment
- Environment friendly solution (paperless)

2 Paper invoice processing (to be phased out).

**Note: Electronic invoices will be mandatory from 1<sup>st</sup> July 2022**

### 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

# 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 : 300XXXXXX/400XXXXXX**

<b>SUPPLIER ADDRESS:</b> Company Name Street, City Country  Supplier No.: xxx	<b>INVOICING ADDRESS:</b> Novartis company 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 company 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 SST	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.SST : 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 HEREFTER APPLY TO THIS PURCHASE ORDER. PLEASE NOTE THAT THE STANDARD TERMS AND CONDITIONS WERE LAST UPDATED JULY2015  
 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 Electronic Invoice to:

[invoices.vn@novartis.com](mailto:invoices.vn@novartis.com)

Or Send Original Hardcopy (if vendor is unable to send electronic Invoice) to:

### CÔNG TY TNHH NOVARTIS VIỆT NAM

Phòng 1001, Lầu 10,

Centec Tower,

72-74 Nguyễn Thị Minh Khai

Phường Xuân Hòa,

Thành phố Hồ Chí Minh, Việt Nam

### Attention: FRA Ops – P2P

The Novartis standard Payment Terms is 90 days or according to the agreement stated on PO, from invoice receipt date to AP Dept email or 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/ Business Tax Identification Number
- Unique invoice number
- Invoice date
- Description of goods or services delivered
- Unit price, net price and VAT amount
- Standard or reduced VAT rate
- Purchase Order number (10-digit number for Novartis starting with 6\*../3\*../4\*..) is obligatory.
- Name of the Novartis contact person (Business requestor) and department (in case no Purchase Order number is available)
- Bank account information for prompt payment
- Email address for remittance advice



**Required format:**  
Only ONE pdf  
file including  
attachment for  
each invoice

# Invoice Requirements



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

## Bill To Addresses:

**CÔNG TY TNHH NOVARTIS VIỆT NAM**  
 MST: 0315531029  
 Phòng 1001, Lầu 10,  
 Centec Tower,  
 72-74 Nguyễn Thị Minh Khai  
 Phường Xuân Hòa,  
 Thành phố Hồ Chí Minh, Việt Nam

Invoice / Tax Invoice / Credit Note / Debit Note								DOCUMENT TYPE
Invoice no. XXX				Invoice date: XX.XX.XXXX				INVOICE NUMBER AND DATE TAXABLE DATE
<b>Vendor:</b> Company name Company address Postal code, Country SST registration no.				<b>Purchase Order/</b> Cost Object */ Novartis Requester Name				PO, CC OR NOVARTIS REQUESTER NAME
<b>Bill To Address :</b> Company name Company address Country				<b>Delivery address:</b> Ship To address Country				ALL MANDATORY ADDRESSES
Item no.	Description	Qty	Unit Price	Net Amount	SST Rate	SST Amount	Gross Amount	LINE ITEM DETAILS FROM PO INCLUDING SST INFORMATION
1	Good/service A	0.00	0.00	0.00	7%	0.00	0.00	
2	Good/service B	0.00	0.00	0.00	7%	0.00	0.00	
<b>TOTAL</b>				0.00		0.00	0.00	
To be paid: 0.00 CURRENCY: XXX								BILLING CURRENCY
SST Amount: MYR XXX								TOTAL SST AMOUNT IN MYR
Bank account: XXXXXXXXXX								BANK DETAILS TO ENABLE PAYMENT
Delivery Place								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?
<b>Issue with paper invoice for vendor sending electronic invoices</b>	Send all the invoices to generic email box in PDF format. Each invoice together with supporting document should be in one PDF. Other related documents can be in XLS format. We don't accept any paper documents. Paper documents are not tracked and can be lost.	To provide evidence of delivery, only send invoice documents in electronic format directly to invoices.vn@novartis.com.
<b>Issue with delivery confirmation related documents</b>	Delivery confirmation or other goods / service receipting documentation should be sent to the requester, not to invoices.vn@novartis.com	1. Send delivery confirmation or other supporting documentation to the requestor separately from the invoice. 2. Copy the requester when sending invoice documents in electronic format to invoices.my@novartis.com.
<b>Issue with Purchase Order (PO) Or Non-PO invoice requester information</b>	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.
<b>Issue with invoice address</b>	1. Invoice is billed to wrong/ incomplete Novartis entity name. 2. Invoice has wrong Novartis address.	Please use the correct Novartis address i.e. <b>CÔNG TY TNHH NOVARTIS VIỆT NAM</b> Phòng 1001, Lầu 10, Centec Tower, 72-74 Nguyễn Thị Minh Khai Phường Võ Thị Sáu, Quận 3 Thành phố Hồ Chí Minh, Việt Nam
<b>Issue with VAT information</b>	1. Unit price, net amount, VAT amount or rate is missing or incorrect. 2. Supplier's Tax Identification number is missing. 3. VAT amount in VND missing.	Please provide the correct and complete information.

Main Reason	Description and detailed reasons	What you should do?
<b>Issue with document</b>	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.
<b>Issue with bank details (in case no bank details exist for your company in our system)</b>	1. Bank details are completely missing. 2. Bank code or bank account is missing. 3. No payment remit-to email address.	Please provide the missing information.
<b>Missing document type</b>	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.

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 email address or 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)
- Tax Identification 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-mail address:

[payables.vn@novartis.com](mailto:payables.vn@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