NOVARTIS

Information to our Partners

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Dear Vendor!

We are pleased to welcome you as our valued Partner.

This letter is intended to assist you in understanding our policies and procedures for ensuring timely payment of your invoices.


NOVARTIS

Invoice submission options

All invoices should be sent directly by the vendor using only one of the following methods:

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1. Via e-mail in PDF format

After receipt of invoices they will be immediately forwarded to the scanning process and will be ready for posting in a few hours. Due to the automated system, it is necessary to observe the instructions below.

PDF files containing multiple invoices cannot be processed.
Please send us your **invoice as a PDF file attached to your e-mail** containing any agreed attachment such as **delivery note, specification**, etc.:

- Invoices, addressed to **Novartis LLC,** must be sent to invoicing.novartis-si@novartis.com;
- All Customs related documents (MRN) for Novartis LLC should be sent to apinfo.coe@novartis.com.

or

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2. Paper-based by regular post (if e-mail submission is not possible)

Once received, invoices will be scanned manually so please note:

- Invoices addressed to **Novartis LLC** must be sent to Novartis Pharmaceutical Manufacturing LLC, Verovškova ulica 57, 1000 Ljubljana;

The first option for submitting invoices is faster and more reliable so we would like to receive invoices mostly **via e-mail in PDF-format.**
Only when this is not possible from your side, please send your invoices by post.

To avoid double entries, **each invoice should be sent only once**.
If you send an invoice electronically, please do not send an additional copy by regular post.

Invoice requirements

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

Document type: Invoice

Vendor data:
Company name
Company address
VAT registration no.

Invoice number: xx/xxxx
Invoice date: xx.xx.xxxx
Delivery date: xx.xx.xxxx

Bill to:
Company name
Company address
VAT registration no.

Delivery address: xxxxxxx

Purchase order, cost center or buyer name and surname: xxx xxxxxxx

#	Description	Qty	Unit price	Net amount	Tax %	Gross amount
1	Material/Service A	0,00	0,00	0,00	0,00	0,00
2	Material/Service B	0,00	0,00	0,00	0,00	0,00

To be paid: 0,00
Currency: xxx

Seller full bank data:
Bank account holder name
Bank name and address
Bank account
IBAN
Bank code/branch code
SWIFT
ABA number (mandatory for USA)

If an invoice is issued on the basis of a purchase order, **the invoice data should match the purchase order data (line items, payment term …)**. When sending an invoice, it should include only one purchase order; we follow the rule "one invoice – one purchase order". The invoice may include different line items from the same purchase order. When invoicing multiple purchase orders, issue a corresponding number of separate invoices. If items from the same purchase order are delivered at different times, you may issue a separate invoice for each delivery.
If an invoice includes multiple purchase orders, we reserve the right to reject it.

Returning an invoice

Invoices are reviewed by our processing team for a compliance check with the Novartis defined Invoicing guidelines and, based on this review the invoice, may be rejected via email.

The most common reasons for returned invoices are the following:

- **VAT invalid**
  (invoices must mention the invoicing address and VAT number as mentioned on the PO as well as the supplier VAT number);
- **Purchase order number is missing or invalid / Cost object or buyer name is missing;**
- **Address is wrong;**
  (eg. delivery address is stated instead of buyer address)
- **Invoice contains more than one Purchase Order.**

A notification is sent to the supplier via regular post informing that the invoice is rejected due to one of the reasons with a request to correct the invoice and resend it for processing / payment. Once the **new and correct invoice** is received, it will be posted and paid by the due date. Payment terms are calculated based on the invoice date.

Keeping us updated

In order 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 as an official document to **FSC Slovenia, Solution Center** (apinfo.coe@novartis.com).

Payment

Once the correct and timely received invoice is posted and approved, it will be paid according to the weekly payment calendar and due date. **Payment terms are calculated based on the invoice date.**

Payments are prepared once a week. Payments on behalf of Novartis are performed by the Novartis in-house bank in Switzerland (Novartis Kapital AG) or they are executed from the local OTP d.d. bank account.

Company details

Novartis Pharmaceutical Manufacturing LLC
Verovškova ulica 57
1000 Ljubljana, Sloveni
Identification number: 9186409000
Tax number: SI 98914227

Bank details
Bank name: OTP banka d.d.
Bank account: SI56 0400 0027 7122 248
SWIFT number: KBMASI2X

Customer support

For invoice-related inquiries, please contact **FSC Slovenia – Solution Center** on +386 1 580 3001 or send your query, reminder or statement to the dedicated e-mail address: (apinfo.coe@novartis.com)

Novartis Pharmaceutical Manufacturing LLC

FSC Slovenia – Solution Center

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