Vendor Starter Kit

Source to Pay

2025

Breakthroughs that change patients' lives

Dear Valued Vendor,

Welcome to Pfizer. This reference guide aims to provide you with comprehensive information about the self-service tools that Pfizer offers to its vendors.

This guide includes instructions on how to:

- Enroll and navigate through the Pfizer AP Portal in **Taulia** to access information about your invoices and payments. For specific markets* that have Early Payment program enabled, vendors can request early payment on specific approved invoice at pre-negotiated discount rate.

- Enroll and submit a Source to Pay request through **Vendor Connect** where our Source to Pay (S2P) professionals will be able to help answer any questions you may have.
- Utilize the **SAP Business Network (once enrolled)** to receive POs and send invoices electronically.

Please note that Pfizer does not handle requests through email. If you have any questions and need help, make sure to submit your ticket through Vendor Connect.

Sincerely,
Source to Pay

* Currently, Taulia Early Payment program has been deployed to Belgium, Ireland, United States and Puerto Rico. UK will be added in first Quarter 2026.

Pfizer Global Business Services

Click on each option to access the content

Content

AP Portal - Taulia

Taulia portal displays invoice details/status, and projected payment date.
This portal is available for all Pfizer vendors.
For specific markets*, vendor can request specific approved invoice for early payment at pre-negotiated discount rate.

Vendor Connect Portal

Vendor Connect Portal allows vendors to raise tickets to get support with Source to Pay related requests.
This portal is available for all Pfizer vendors.

SAP Business Network

The **SAP Business Network** is a platform vendors can leverage to receive POs and send electronic invoices.

* Currently, Taulia Early Payment program has been deployed to Belgium, Ireland, United States, and Puerto Rico.   UK will soon be added in first quarter 2026.

Click on each option to access the content

AP Portal – Taulia

This portal is available for all Pfizer vendors.

Enrollment process

Profile creation

Profile configuration

Home Screen – Vendor Portal

Invoice detailed Status

Payment Information

Request Early Payment

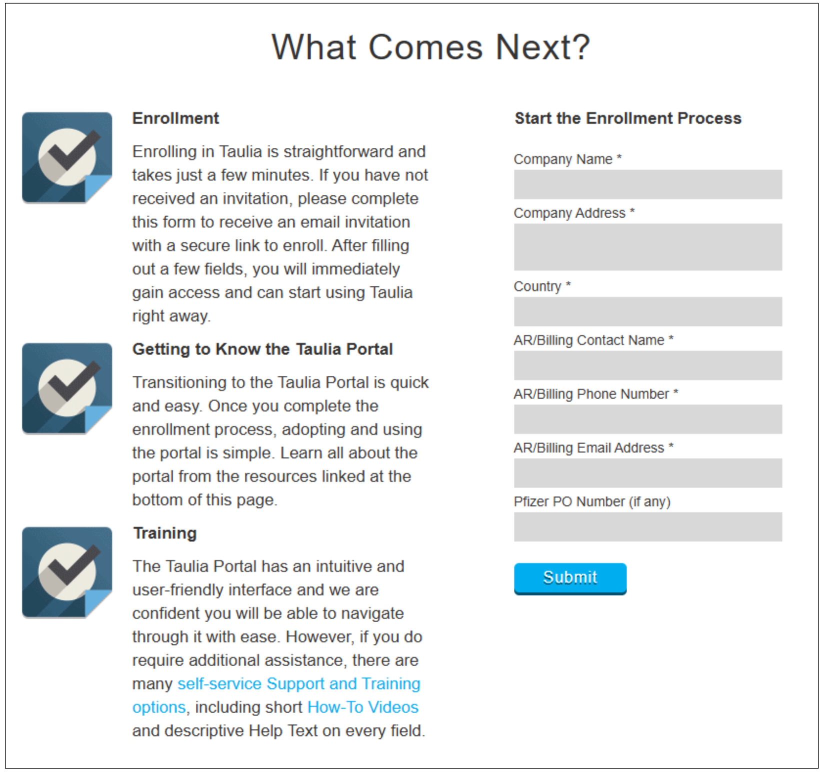
AP Portal -Taulia Link

Back to main page

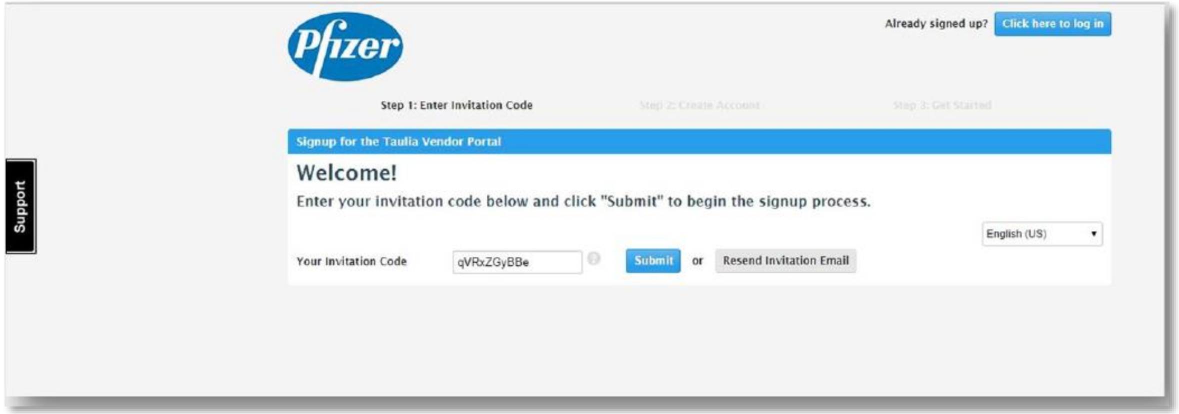
Back to Taulia menu

Enrollment process

Go to the following link [Pfizer Supplier Portal | Taulia] and fill in the required information.



Once the information is submitted, an email will be sent to the registered email address with a unique invitation code for each vendor. Click **submit** to continue.



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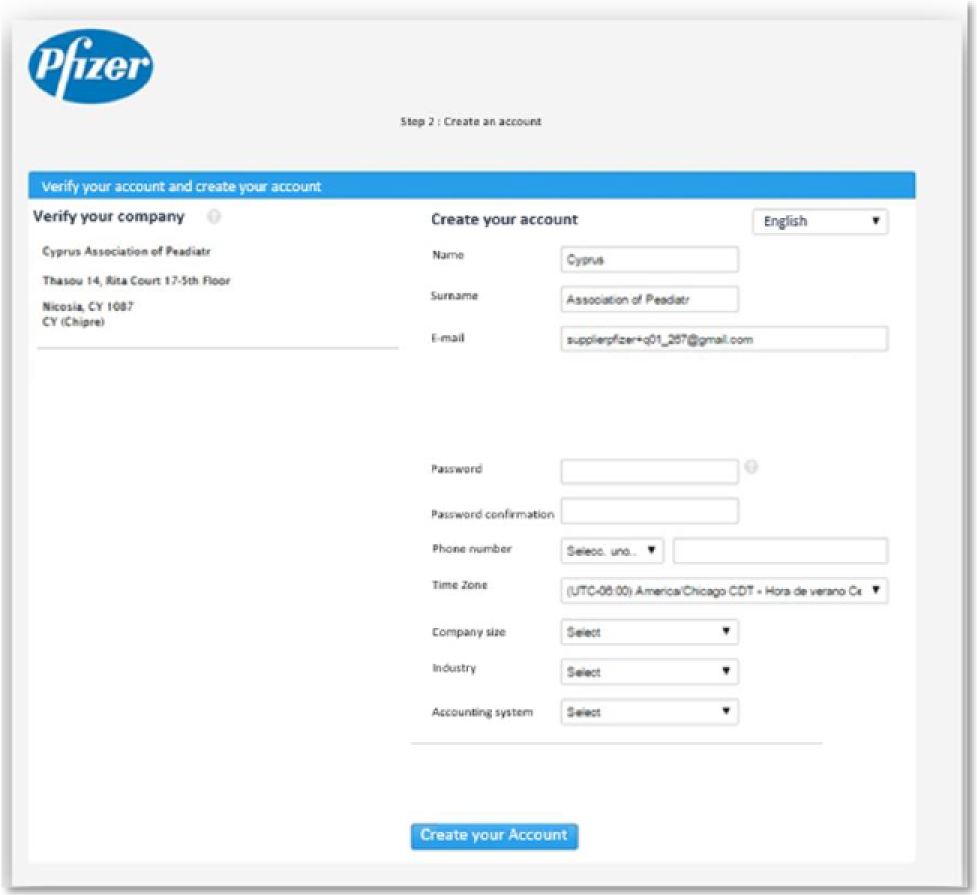
Profile creation

Click on the link provided in the email invitation and complete the required information:

- Name
- Email
- Password (must have 8 digits between numbers, upper- and lower-case letters).
- Password confirmation
- Time zone
- Company size
- Industry
- Accounting system

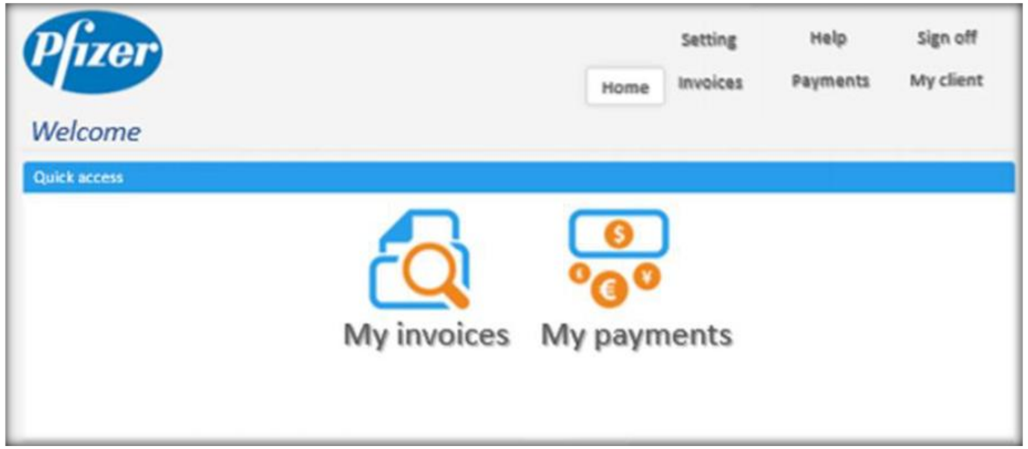
Once the information is added please click on **Create your account**



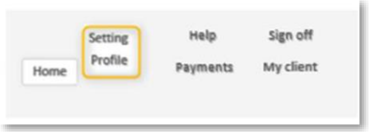
Profile configuration

Once your profile has been created, you will want to review the profile configuration. Click **Setting** and then **Profile.** This will allow you to change the language if a different language is preferred.

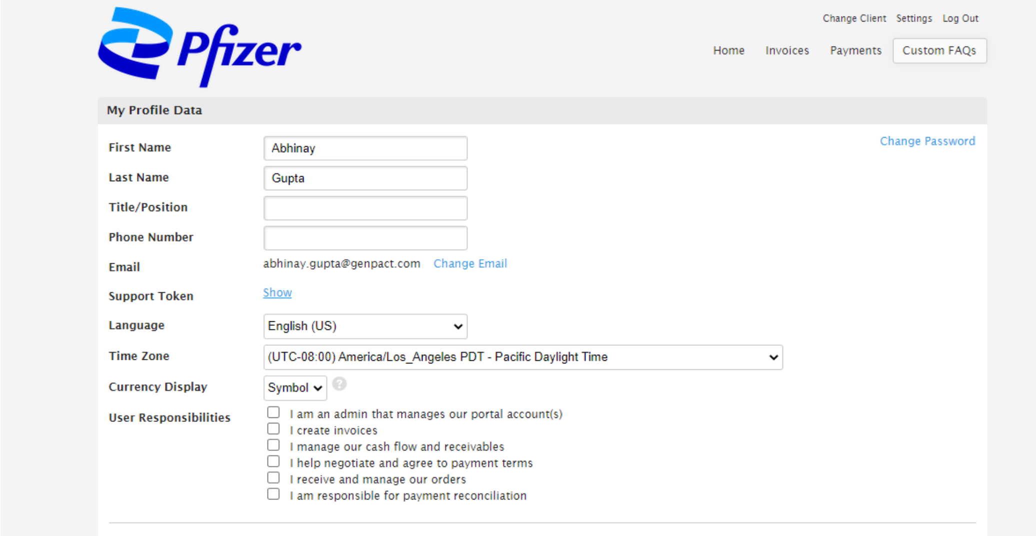
1



2



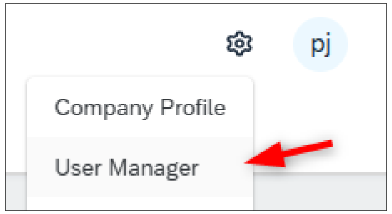
3



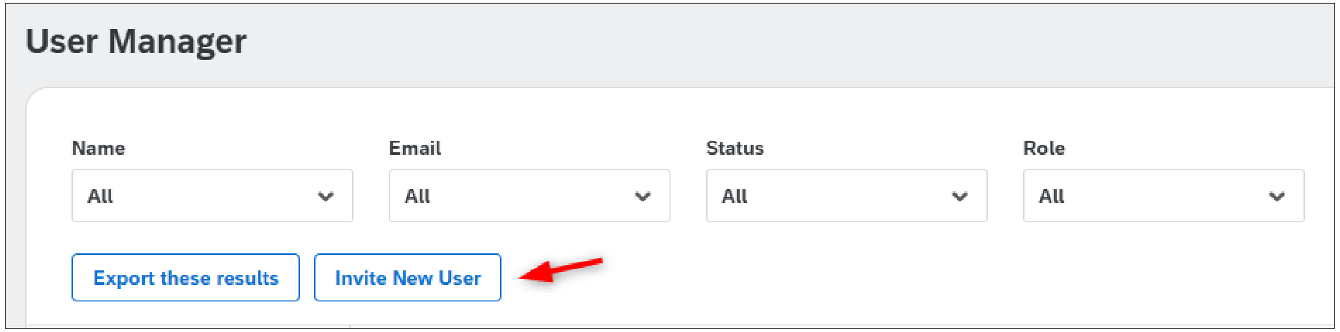
Back to Taulia menu

In the user manager section, the manager can give access to their employees in case they want to consult the payment information.

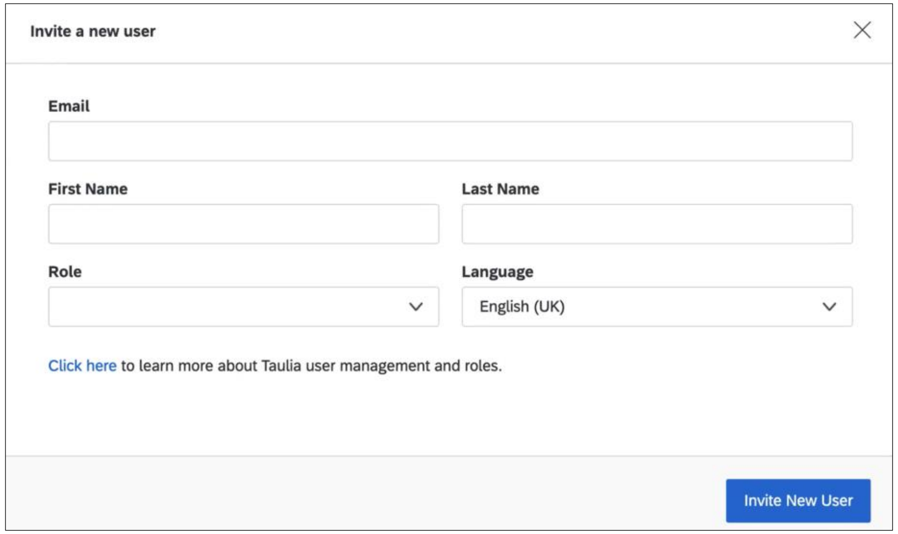
1



2



3



Fill out all the required information and click on **Invite New User.**

***Note: You most have an administrator user role to see User Manager option.**

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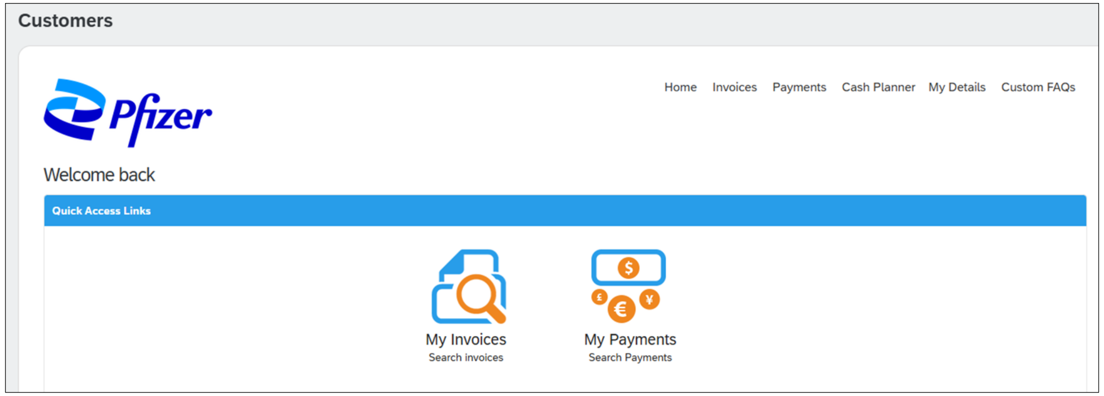
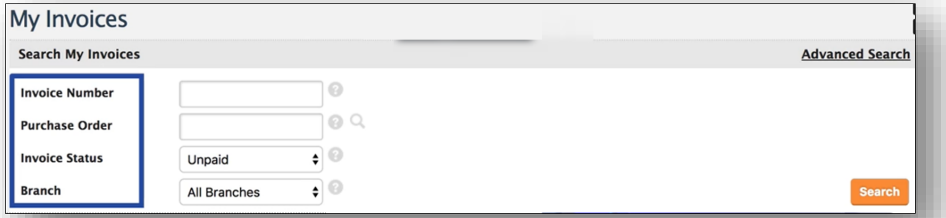
Home screen – Vendor Portal

In the “My Invoices” tab, the vendor can see the invoices status and other information related with their invoices.



Invoices can be searched by:

- Invoice Number
- Purchase Order
- Invoices Status



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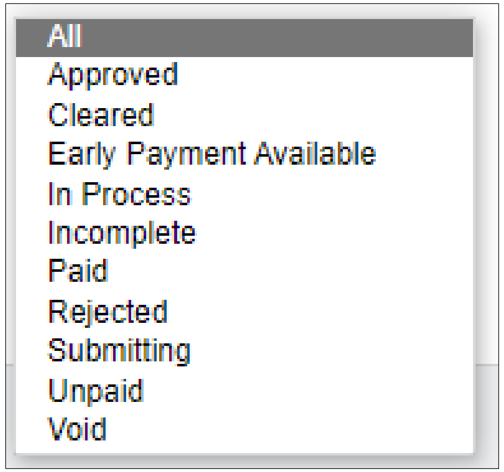
Invoice status

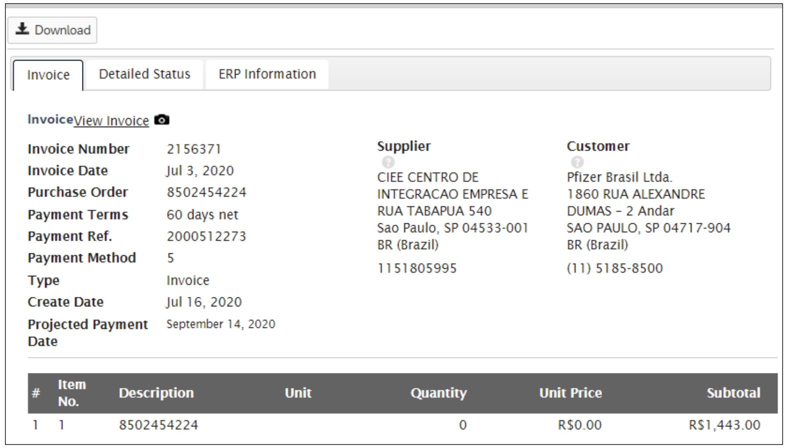
In our AP portal, you can reference the latest status of your invoice.

- **In Process:** The invoice is entered in your accounting system.
- **Approved:** There is no payment block on the invoice or vendor account and the invoices is fully approved in your third-party workflow tool.
- **Paid:** The invoice has been paid.
- **Rejected**: Invoice was rejected in the workflow.
- **Cleared**: An internal clearing transaction (other than payment) was used in our accounting system to offset the original invoice value.
- **Void**: Invoice was cancelled/reversed in our accounting system. This is usually to a processing mistake.

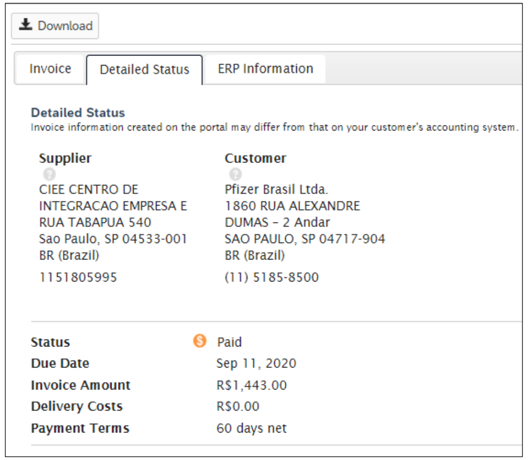


If you search for a specific invoice you can click on it to see more information.

- In the Invoice tab you can see invoice general information



- In the **Detailed Status** tab, you can find information such as the invoice status, due date, payment conditions and invoice amount.
- The projected payment date is the invoice approximate payment date



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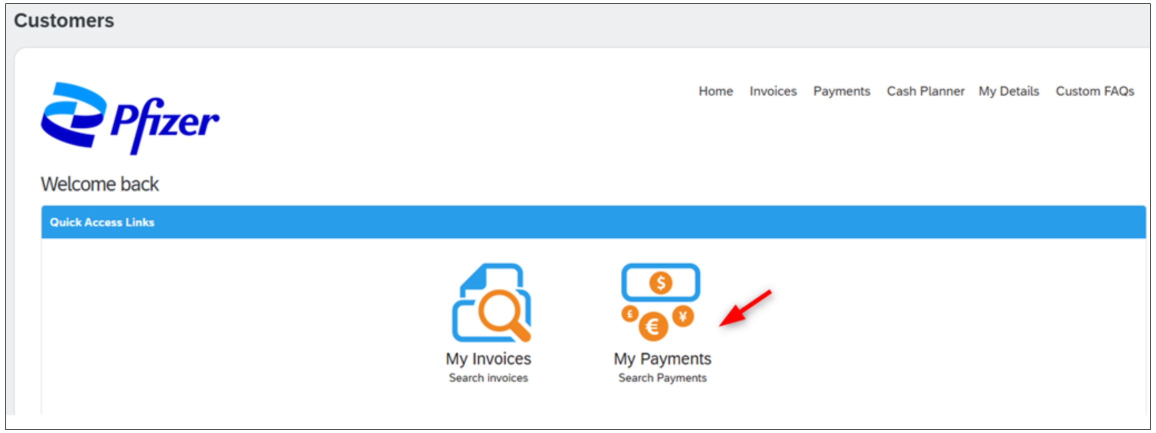
Payment information

In the **"My Payments"** section, vendors can access detailed information regarding their payments, including the payment date, reference, amount, check number if applicable, and other details.



The basic search can be filtered by:

- Payment reference
- Invoice number

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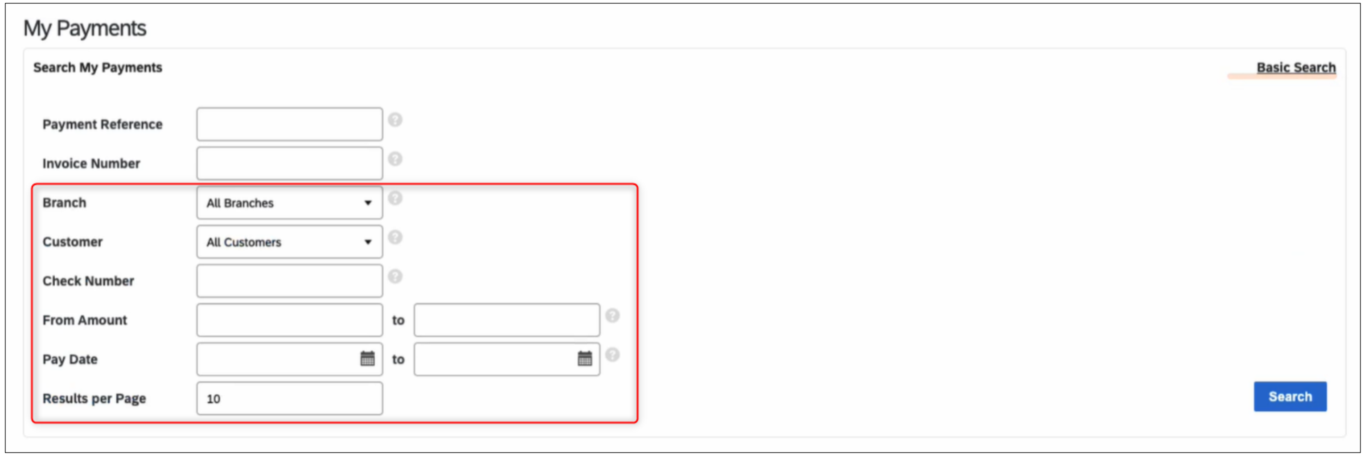
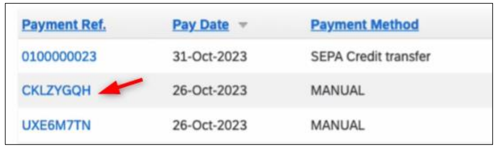
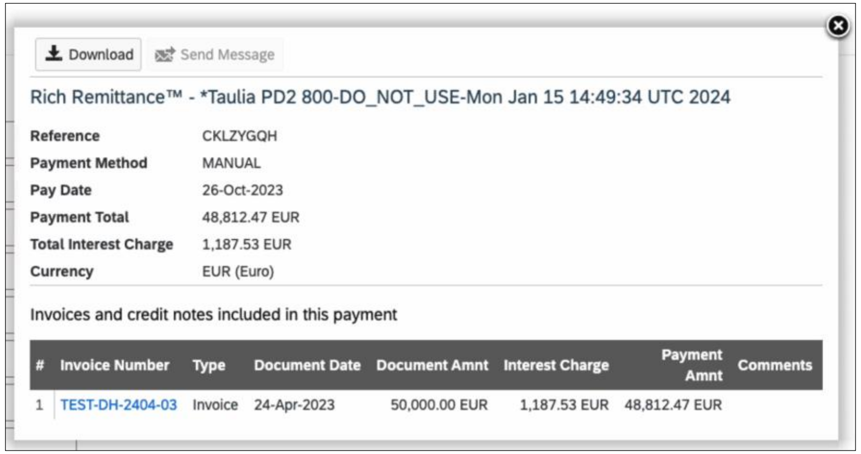
By clicking on “Advance Search”, the portal will allow vendors to add additional filters.

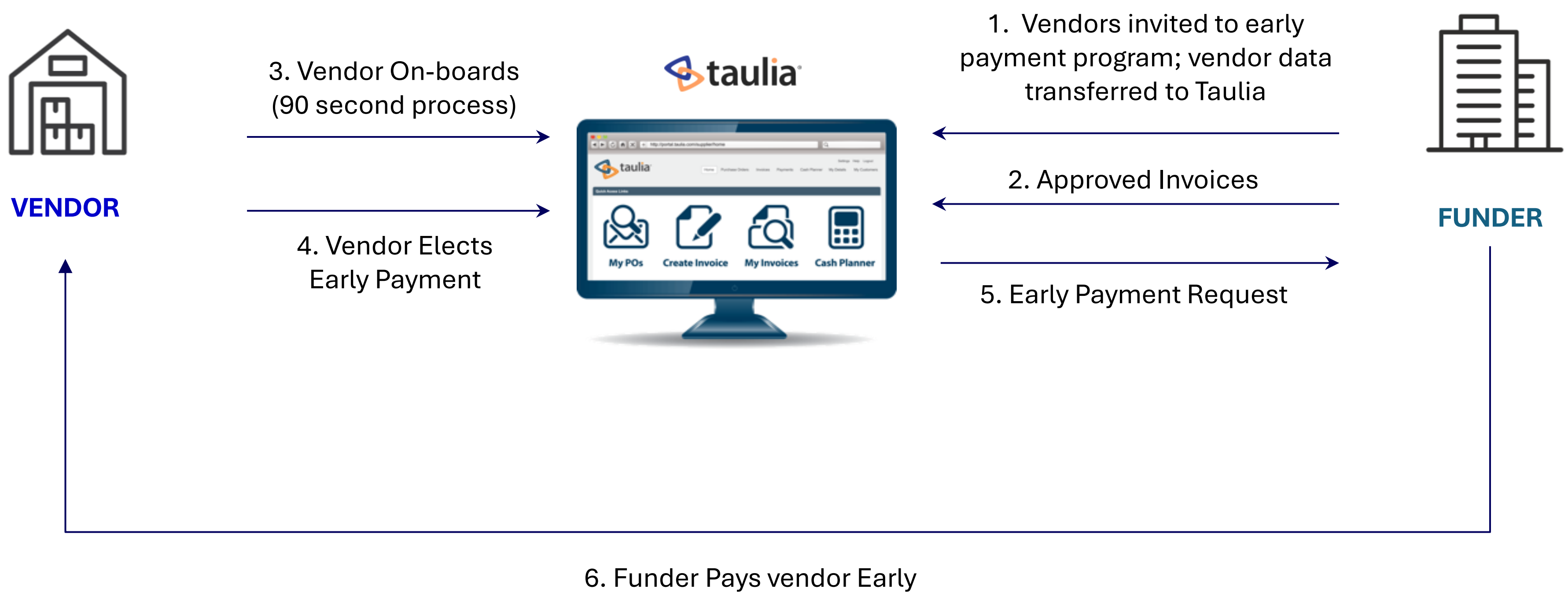


By clicking on the **payment reference number**, the portal will enable vendors to view all details associated with that payment reference, including the list of invoices paid within the same transaction.





Taulia Early Payment Operational Flow



Vendor is invited to early payment program. Taulia will reach out to the vendor to agree upon the annualized discount rate. Discount fee charged to vendors for the early payment will be calculated based on this agreed discount rate and days pay early.

Currently, Taulia Early Payment program has been deployed to Belgium, Ireland, United States, and Puerto Rico. UK will soon be added in first quarter 2026.

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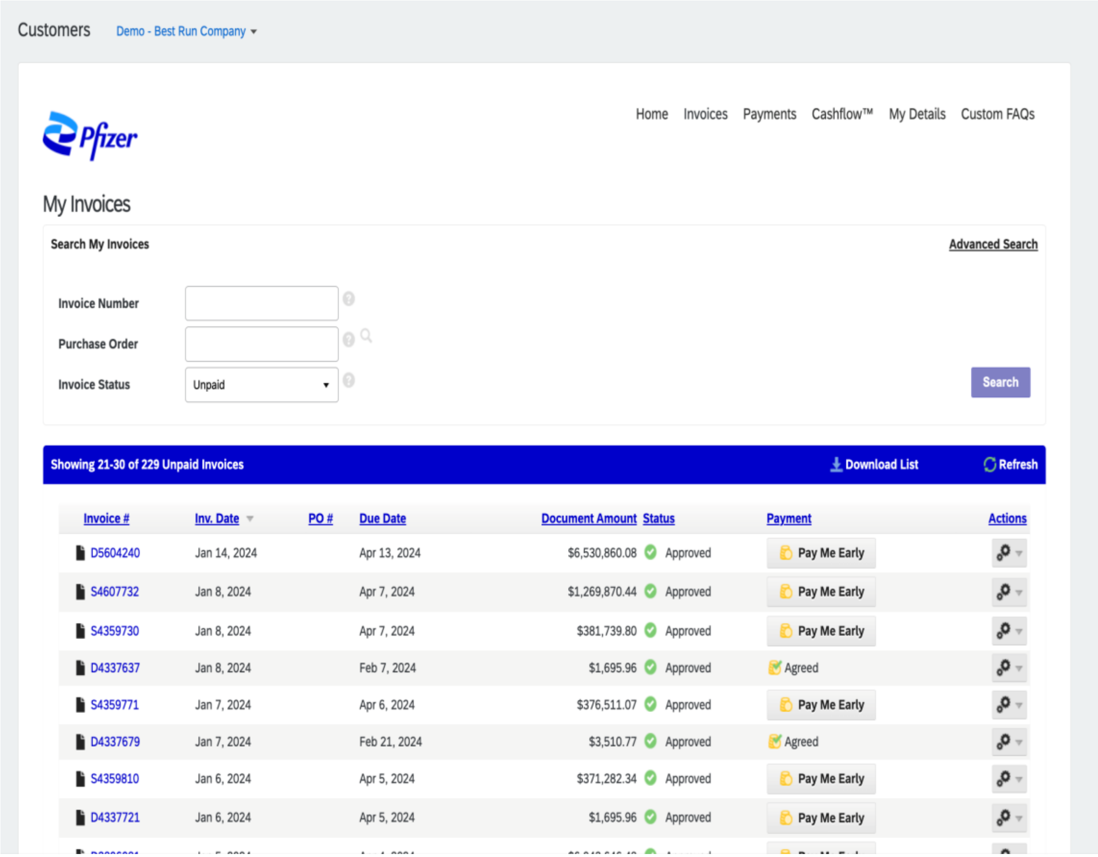
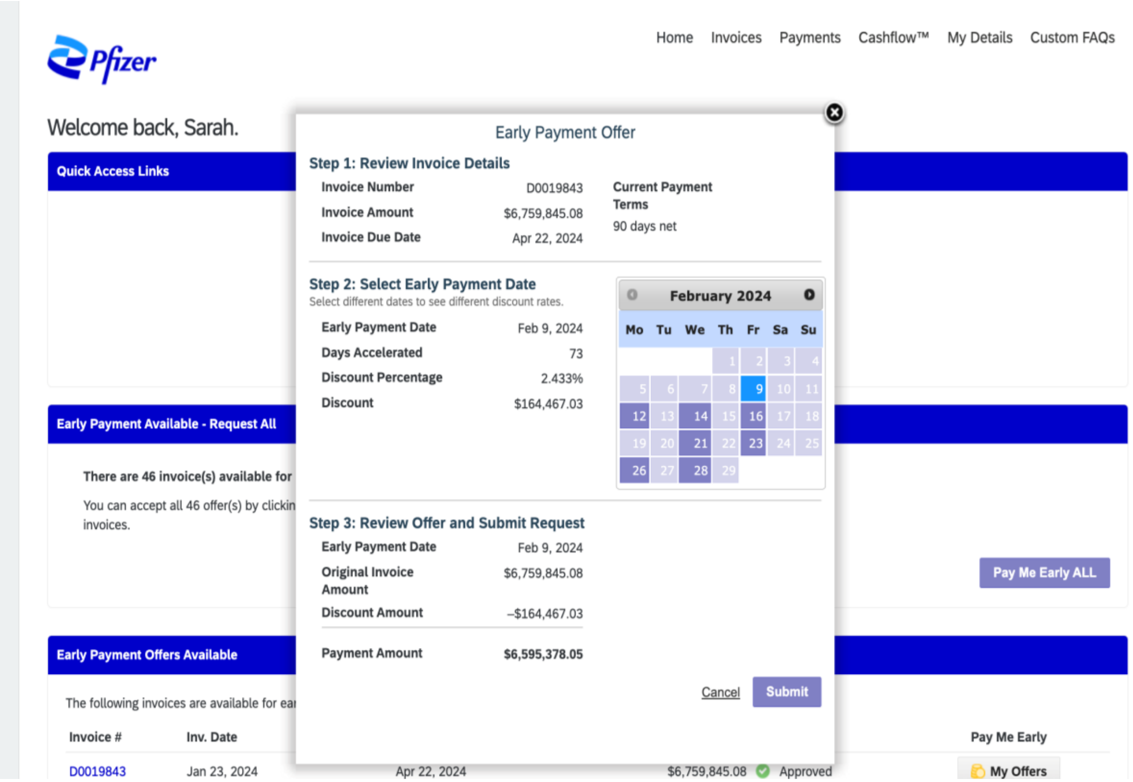
Vendors in Early Pay Program enabled markets will see a "pay be early button next to approved invoices. To request early payment, vendor should click the pay me early button next to the applicable invoice.
If vendor does not see the early pay button, please contact PfizerWorkingCapitalTeam@pfizer.com to check eligibility.



Next, vendor should select the payment date and click submit button to enter the early pay request. Discount fee calculation is available on screen for vendors to review before submitting the request. Early Payment will be issued at invoice amount less discount fee on the payment date selected by the vendor.



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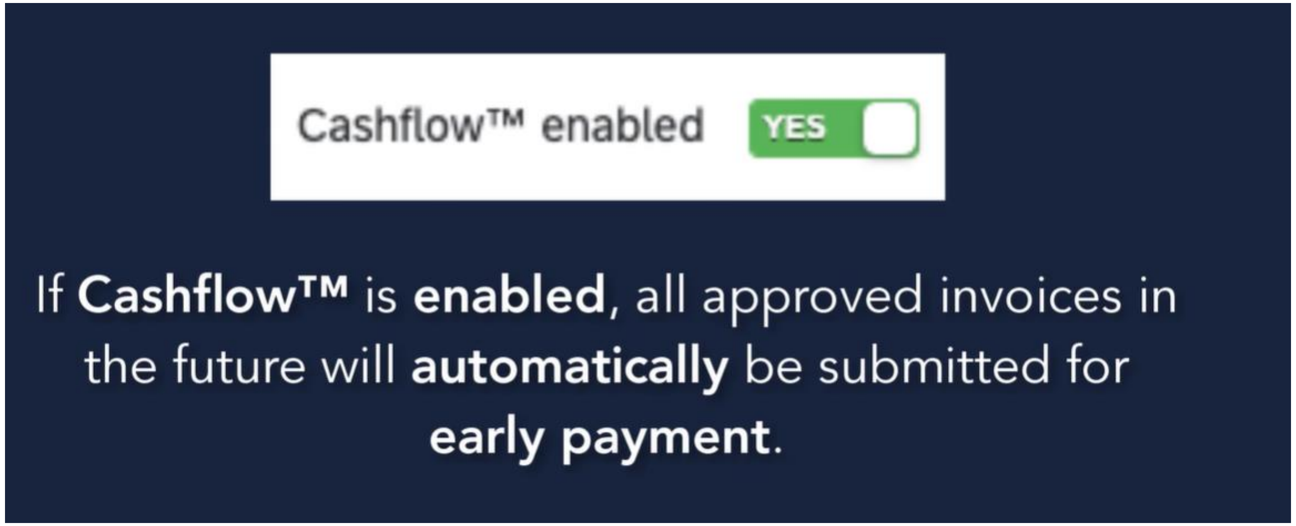
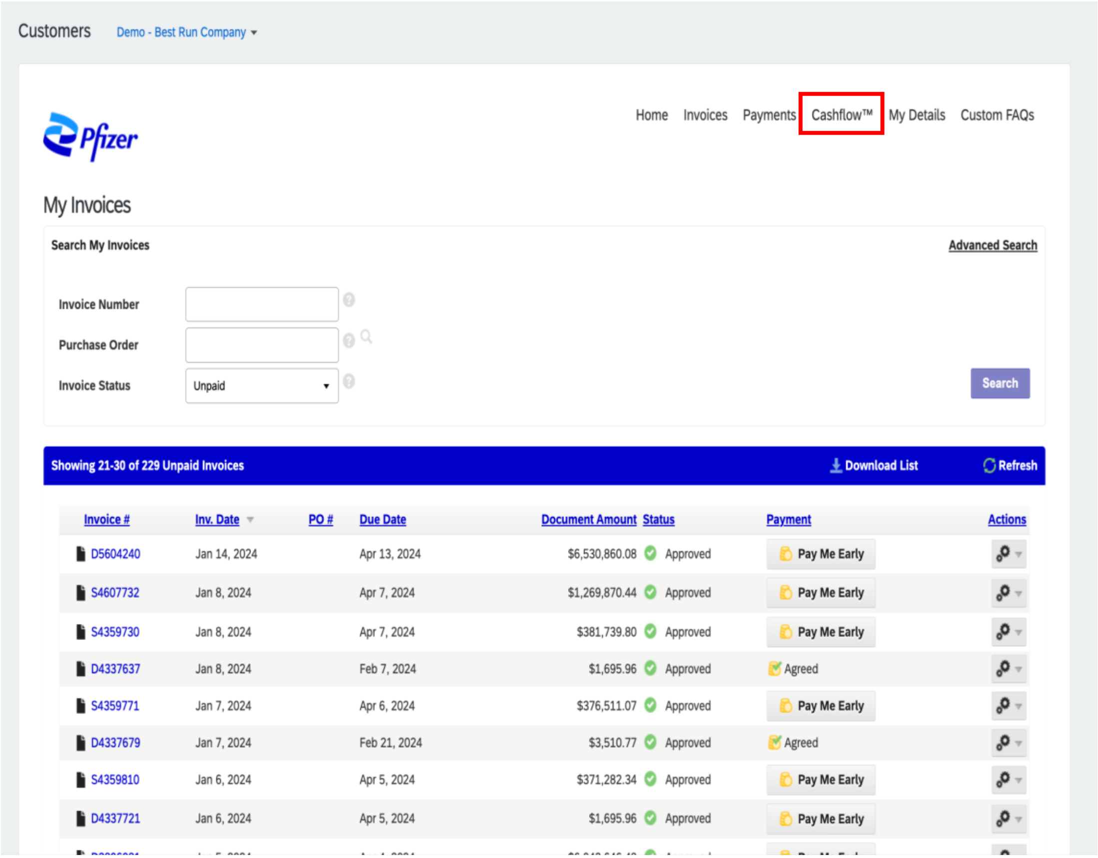
Cashflow

Taulia also offers an auto-discount functionality, referred to as “cashflow”.

If vendor enables ‘cashflow” to yes, then every approved invoices will be automatically discounted and early paid to vendor based on the agreed discount rate. Vendor does not need to manually select and submit an invoice for early payment.



Vendor can click the cashflow field on top of the page to enable cashflow.



Click on each option to access the content

Vendor Connect Portal

This portal is available for all Pfizer vendors. It allows them to raise any Source to Pay query or question they may have. Previews registration is required.

Please note that this Portal does not replace the current AP Portal (Taulia) for self-service in terms of invoice status validation, payments and purchase orders.

Enrollment process

Raising queries

Reviewing case status

Vendor Connect Link

Back to main page

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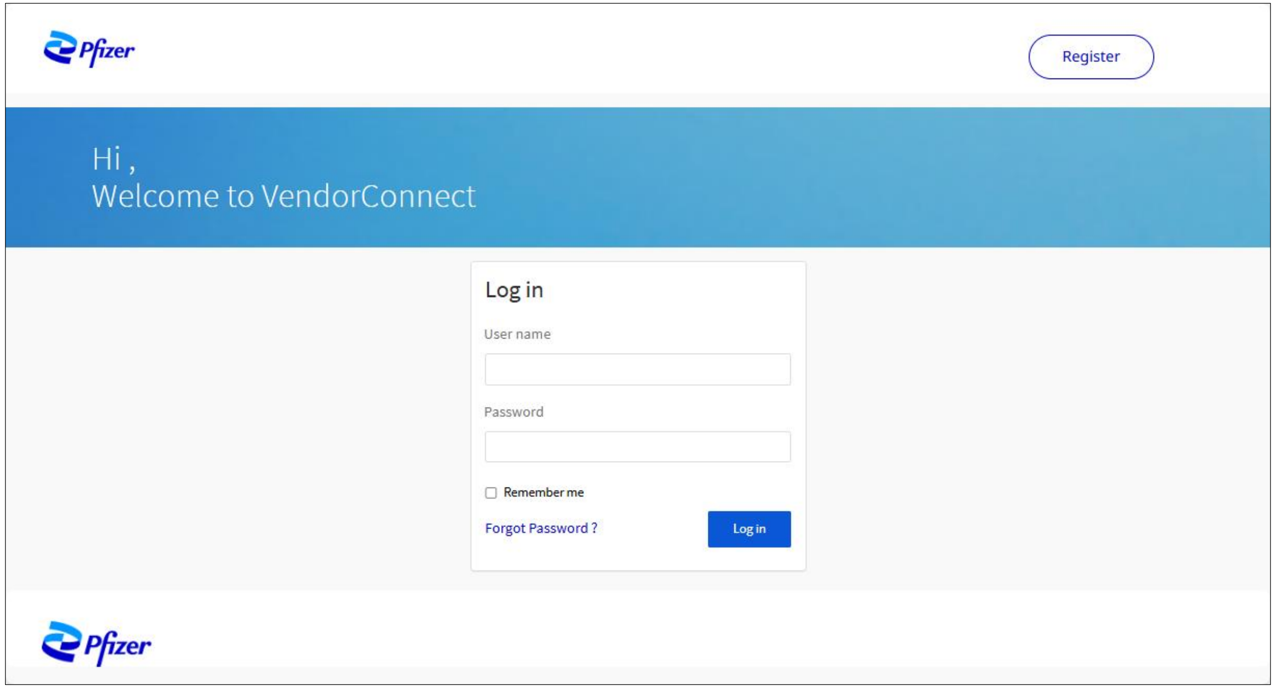
Enrollment process

Enter the official site by typing VendorConnect.pfizer.com in your browser or click on this link: [PFE P2P Copy of Login - Vendor Connect]



At the right top you will find the “Register” option.

Register

***Note: Please note that this portal is only available in English.**

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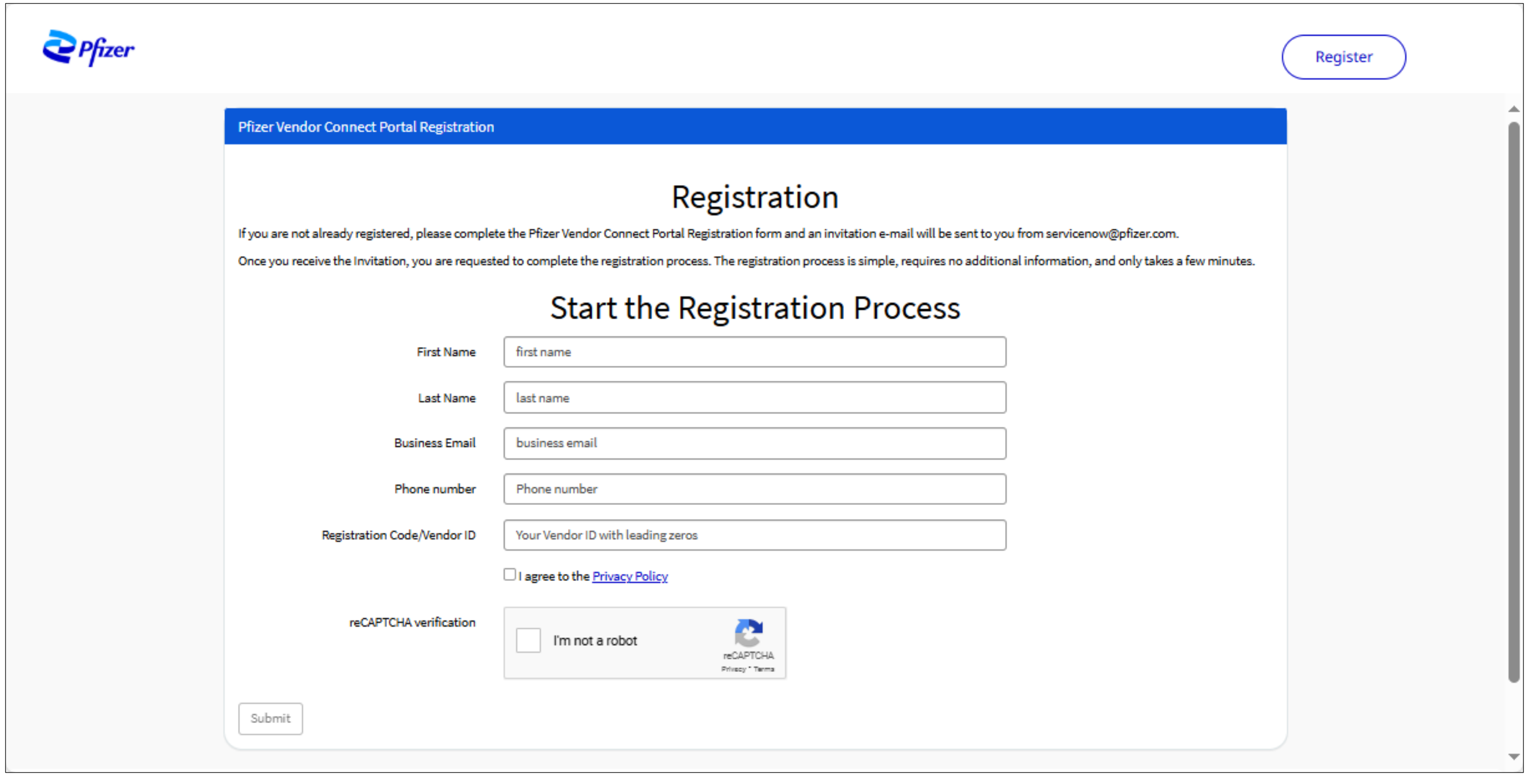
The enrollment process requires you to can provide the following relevant information:

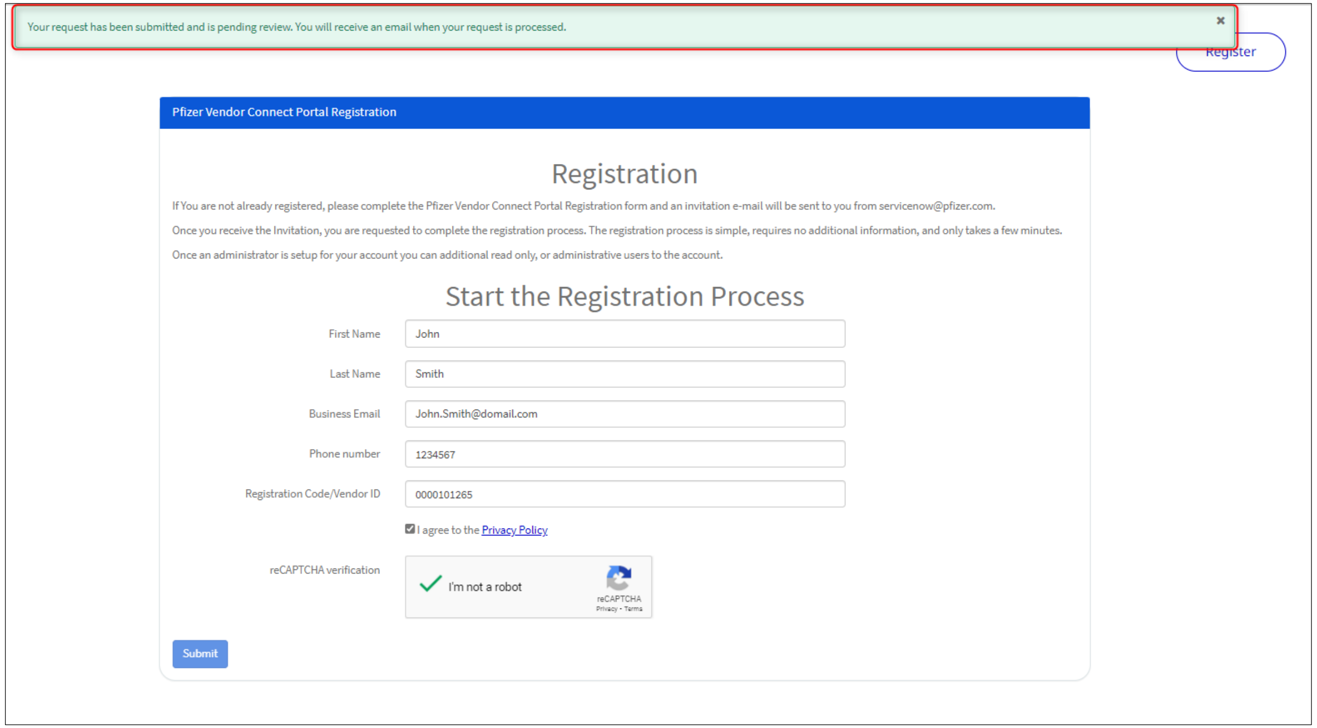
- Name
- Last Name
- Business Email
- Phone Number
- Registration Code / Pfizer Vendor ID

(*it must have 10 digits, if your Vendor ID was shared with only 6 or 7 digits, you must include it with leading zeros*).

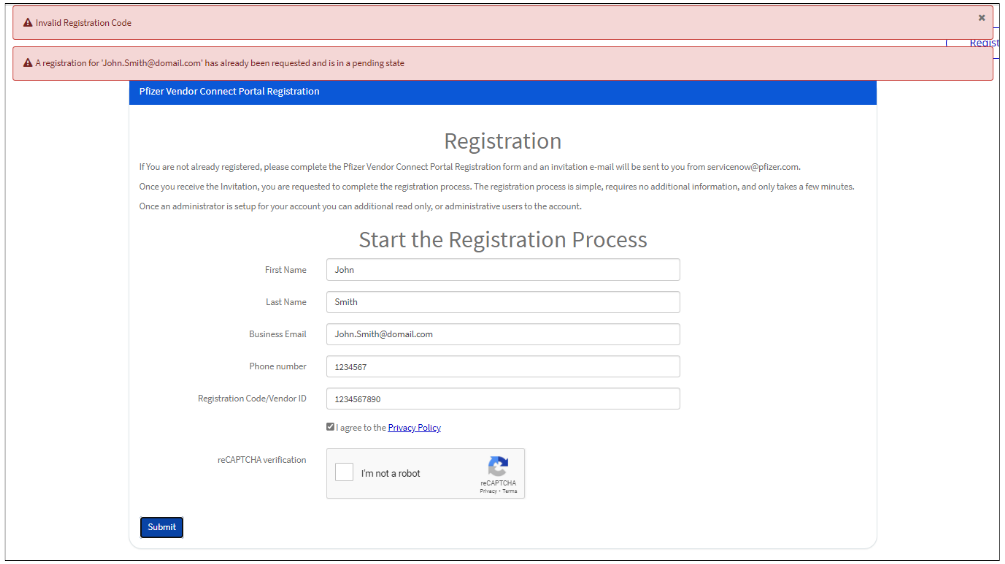


When clicking on Privacy Policy a new window will be displayed so you can further validate the details without being redirected again to complete the enrollment data.

Once the relevant information has been Completed you may click on “Submit”. If the information is valid and correct, a short message will be displayed, and you will be redirected to Vendor Connect’s main page.



Otherwise, if the information is incomplete or incorrect (considering the Vendor ID) or a duplicate registration is identified, the system will show an error message.



Once the registration process has been completed, the request will be sent to the S2P approvers for their validation and approval. The request could be rejected if it does not meet the basic requirements internally established at Pfizer.

Back to Vendor Connect Menu

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The request can be rejected if it does not meet the basic requirements internally established at Pfizer.

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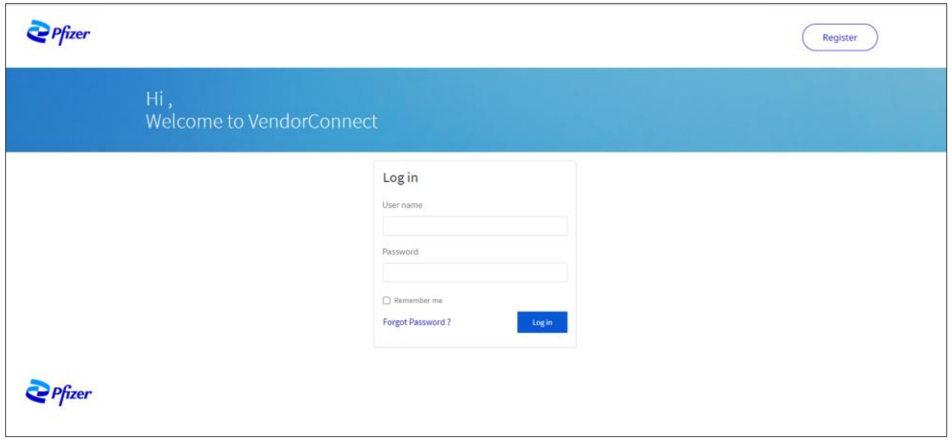
What should I do once my Access has been approved?

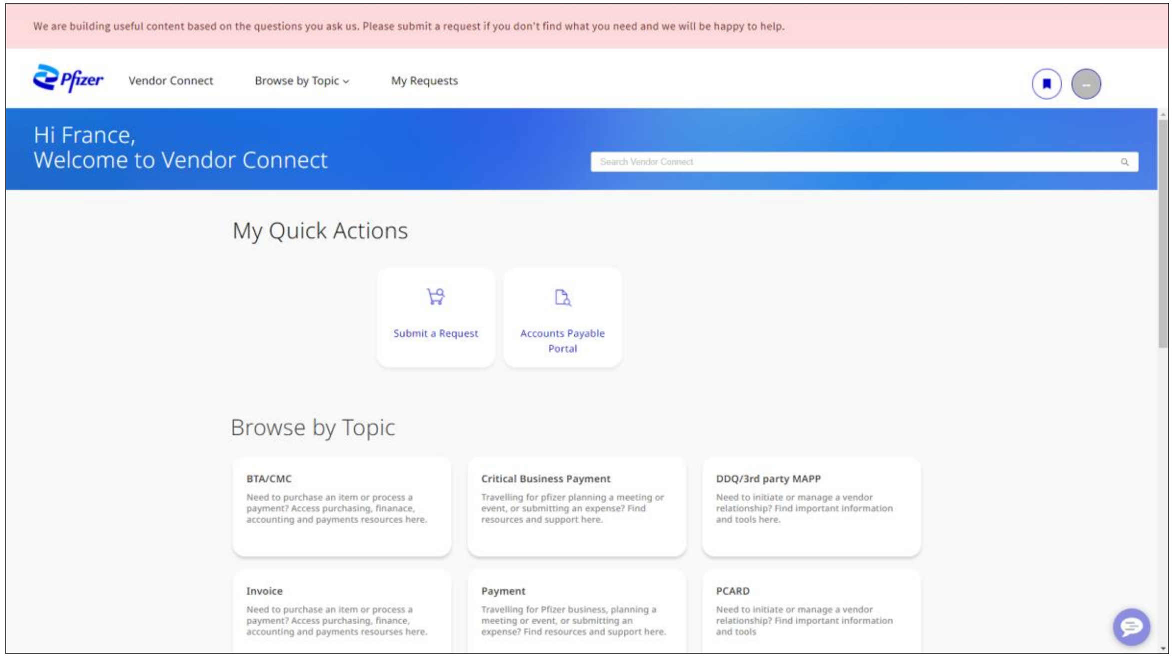
If your request has been approved, your credentials will be shared. They include a user ID (email address) and a password (we strongly suggest you validate the SPAM folder in case you don’t see it in your inbox).



If you are facing issues with your Vendor Connect enrollment process, please feel free to ask for support via email at PfizerVendorConnectRegistration@pfizer.com

Note: This mailbox is not intended to assist with specific cases or S2P queries, just the enrollment process.

To raise a S2P query, you must click on “Submit a Request”.



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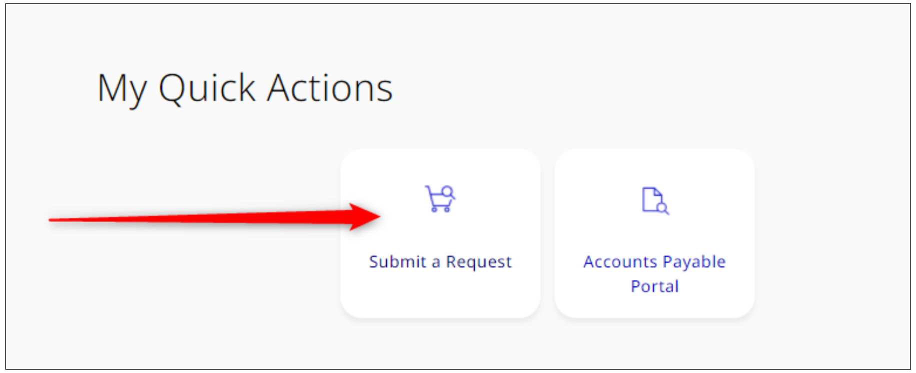
Raising queries

To raise a S2P query, you must click on “Submit a Request”.



An easy form will be displayed and the “Requested for” field will be automatically populated based on your profile.

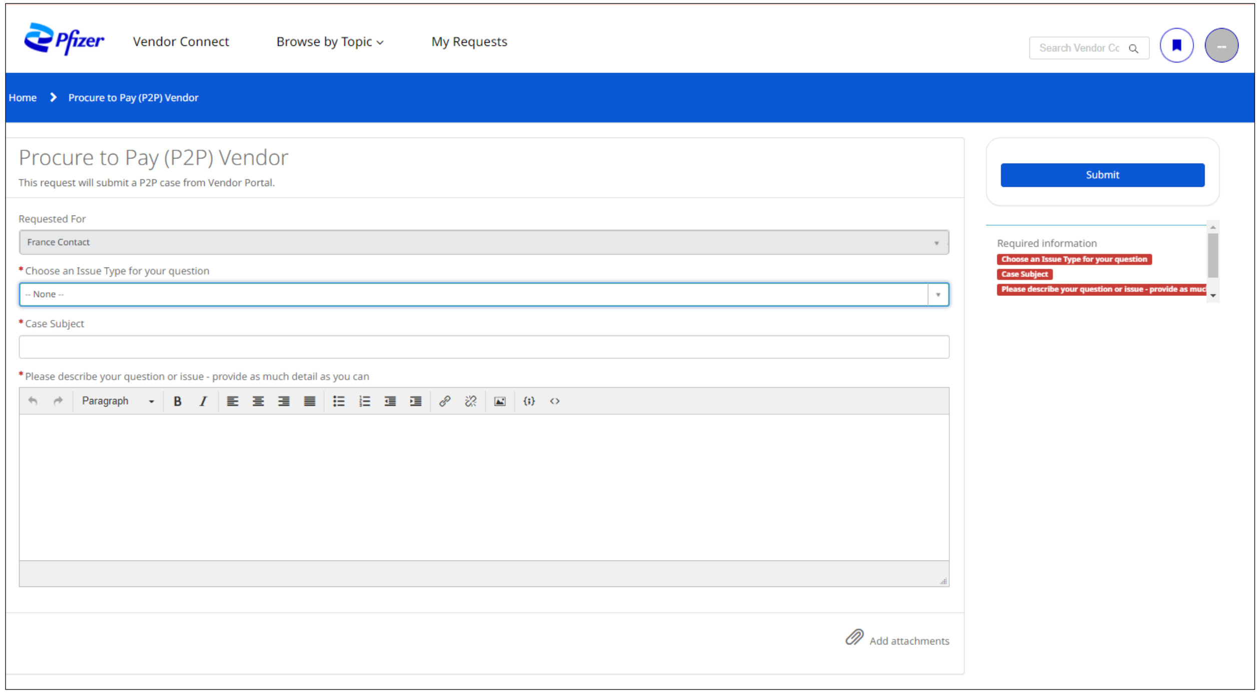
Other fields that **must be completed** are:

a. Choose an Issue type: choose an option from the drop-down menu based on what you think better describes the Issue you are dealing with:
    - Business Travel (BTA)/ Corporate Meeting Card (CMC)
    - Critical Business Payment
    - DDQ / 3rd Party MAPP
    - Invoice
    - Payment
    - Purchase Card (PCard)
    - Purchasing
    - Vendor Master Data

b. Case Subject: provide a short description of the issue.

c. Please describe your question or issue – provide as much detail as you can: you can use this field to provide all the details related to your case, as many as you deem necessary for the analysts to properly work on your case and provide the resolution. Screenshots can be also included here.

d. Attachments: you can hit the clip icon to add files based on your needs.



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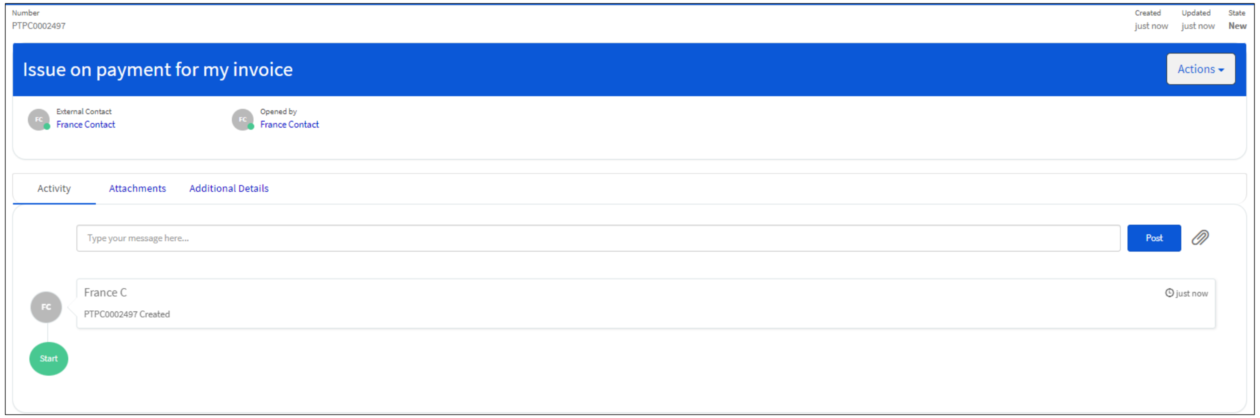
When all the details have been completed, you can click on "Submit" to send the request through the portal.

A new window will show all the information related to your request.



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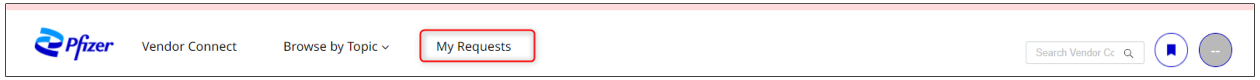
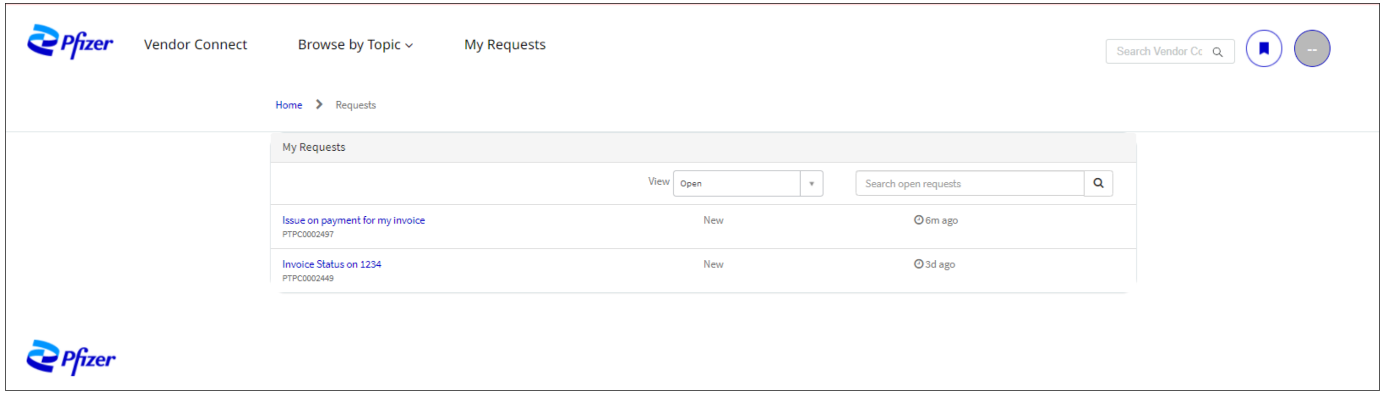
Reviewing the Case Status

Go to “My Requests” section at the top of the page.



A list of the cases will be displayed, by default you will see the ones in progress, however, that can be changed by selecting the “Close” option.



Case status in Vendor Connect

There are different statuses a case can go through depending on the stage of the process it is in, and the action required by the vendor. Here is a brief description of each status:

New
User submits the case Request.

Open
Case is routed to an assignment

Assigned
Case is assigned to an analyst.

Work In Progress
Case is in progress and analyst is active on solving.

Awaiting info
Additional information is required from vendor to revolve the case.

Resolved
Analyst proposed a solution to vendor.

Request to close
Vendor clicked on "Request to close" button on Portal.

Closed
Case resolution is accepted by vendor on the portal.

Cancelled
Analyst clicked on "Cancel case" upon vendor "Request to close"

Are vendors notified when the case is updated?

Vendor Connect portal allows you to have real-time updates and follow up on the different steps the S2P team is taking to resolve the issue. Email notifications are limited to the necessary and relevant ones when an action is required from your end as described here:

1. Case creation	An email notification is sent when the case has been created.
2. Awaiting information	If any missing information or additional details are required to resolve your case, then you will be asked to reply to the email notification including the details requested.
3. Awaiting information reminder	If no response has been received, the system sends a reminder by the third day.
4. Propose Resolution	Once the S2P team has identified a resolution you will receive an email with the proposed solution, you can click on the hyperlink to Access the Vendor Connect Portal where you will be able to accept or reject the resolution.
5. Auto Close	If an incident is waiting for your acceptance/rejection or response, for more than 5 days, the system will auto close the request with no option to get it re-opened.

Click on each option to access the content

SAP Business Network

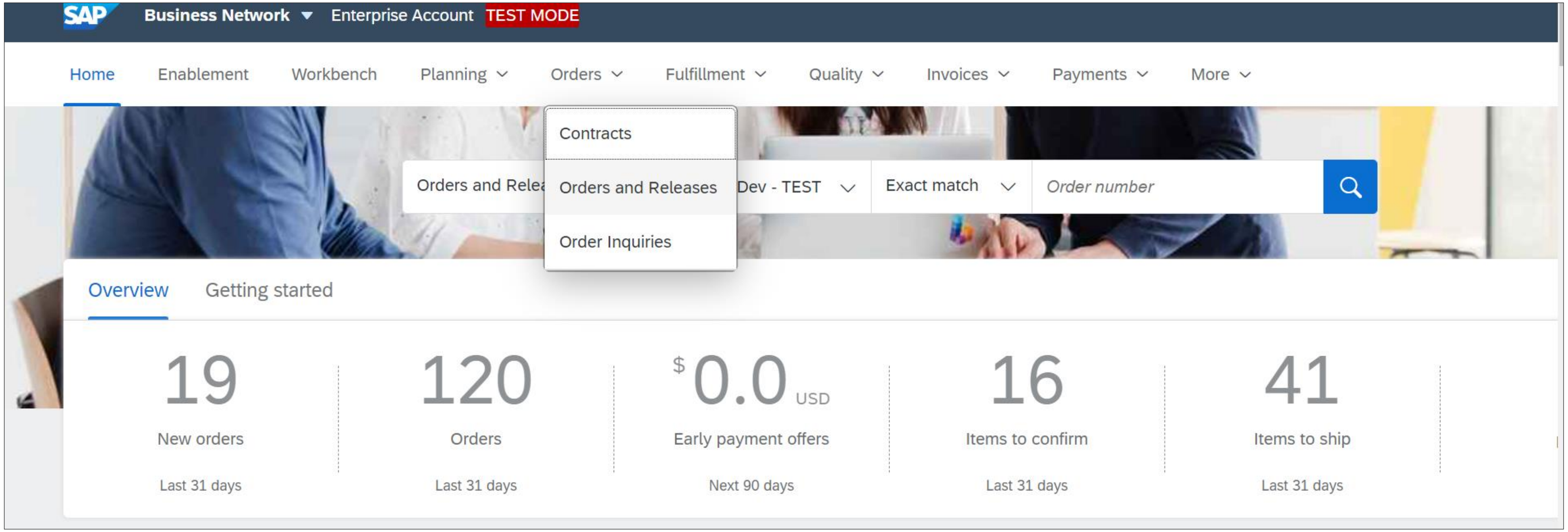
This portal is available for enrolled vendors only.

- Searching for Purchase Orders
- Creating a PO flip invoice
- Creating a credit note
- Searching for Invoices
- Invoice status description
- Notifications
- SAP Business Network Link
- Back to main page

Back to SAP Business Network menu

Searching for Purchase Orders (POs)

To search for a PO, please log into the SAP Business Network. Next, click the Orders tab and then choose Orders and Releases.



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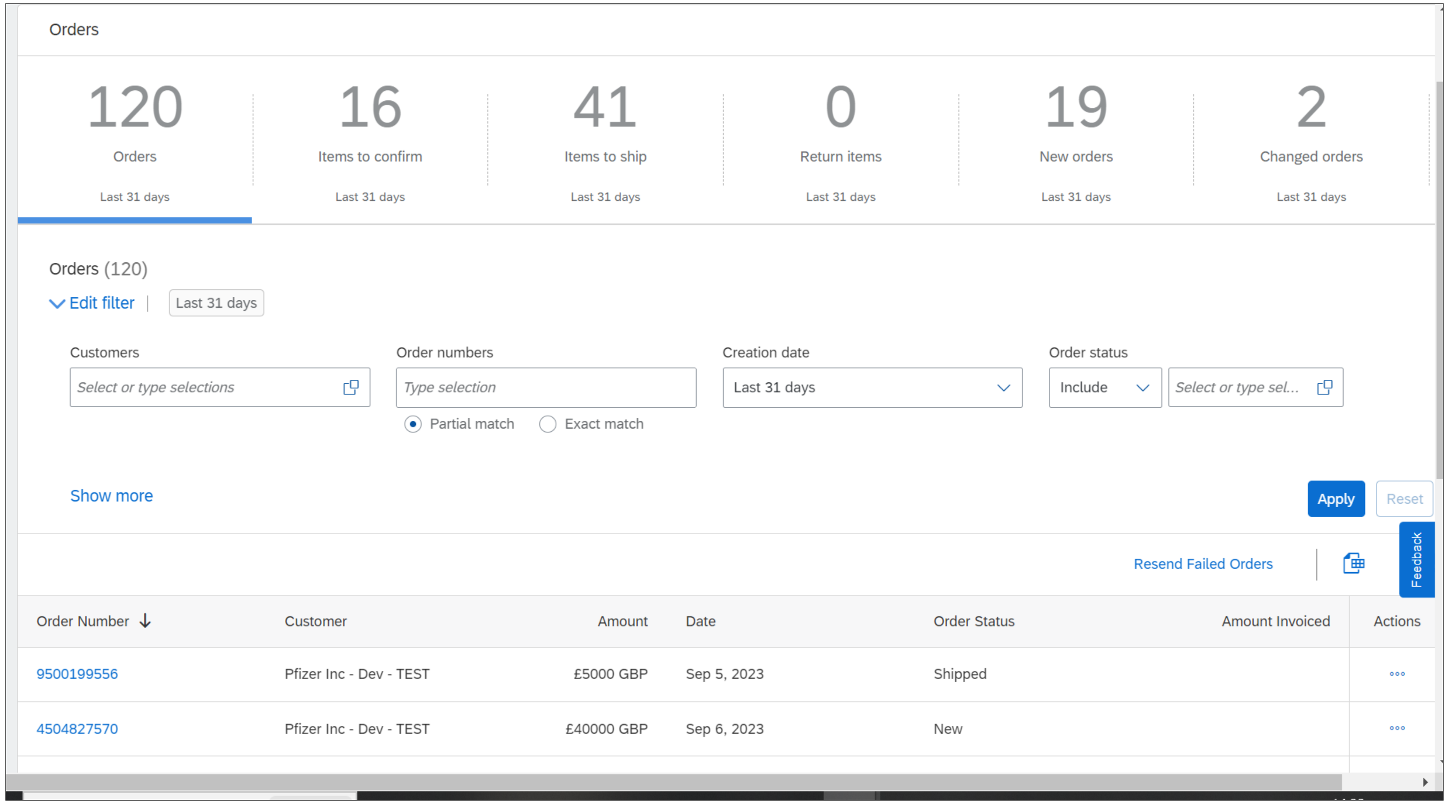
Back to SAP Business Network menu

A summary of POs that have been dispatched to your account will display. To search for a specific PO, please type the PO number into the Orders number field, select Exact Search, and click search.

To view the PO details, click on the hyperlink listed as the PO to display.



***Note: If you have access to view transactions by all customers you are connected to via the SAP Business Network, they will all be displayed together in this screen.**

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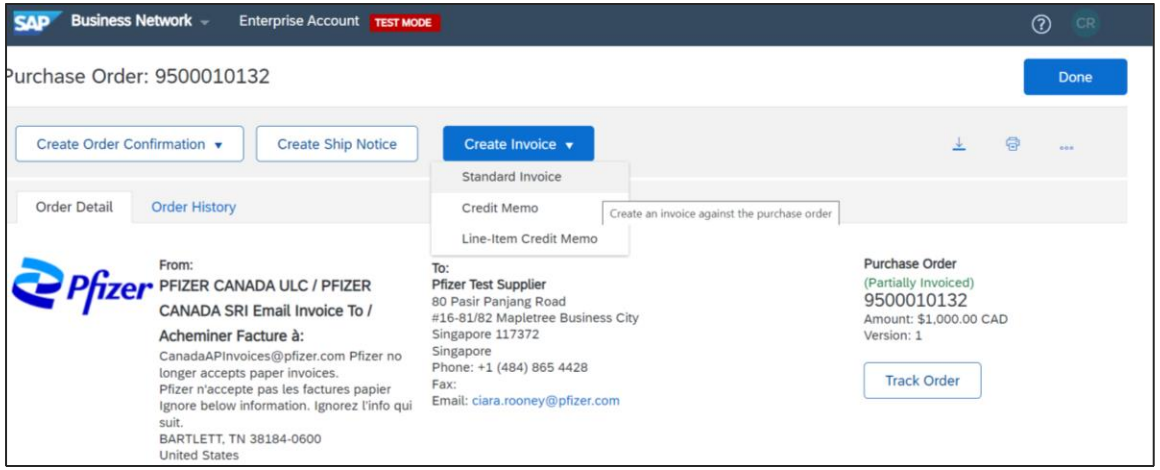
Creating PO Flip invoices

To create a PO Flip Invoice, you will need to locate the PO to invoice against (see section above) and select to display the details. Once you have displayed the PO details you will click **Create Invoice** and then **Standard Invoice.**

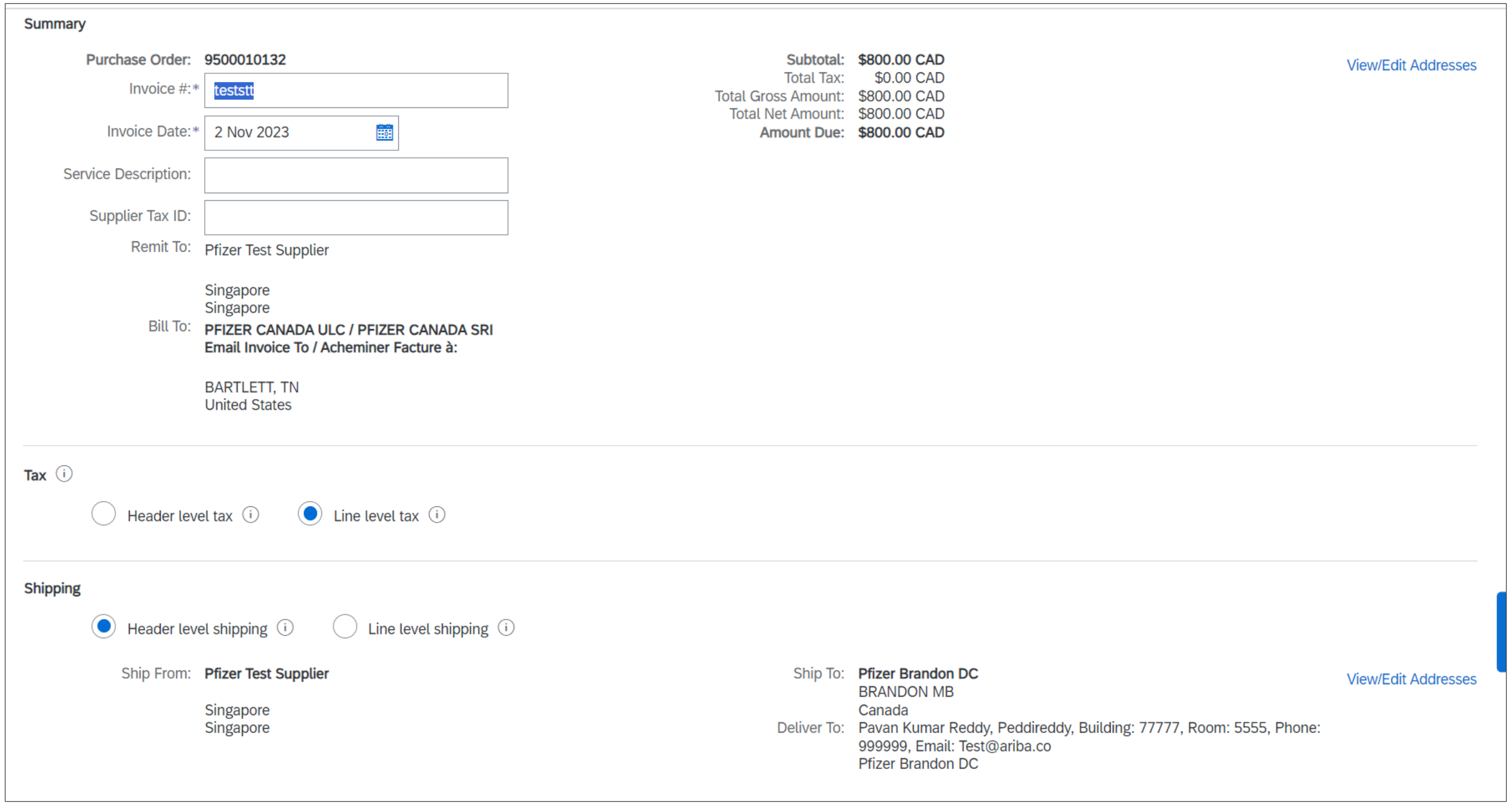


Reminder: Please do not email PDF invoices if you are submitting invoices via PO Flip.

Back to SAP Business Network menu

The information from the PO will display and you will need to complete the required fields. Please enter the Invoice #, select Invoice Date and select the option to apply Tax (if applicable) at the header level.

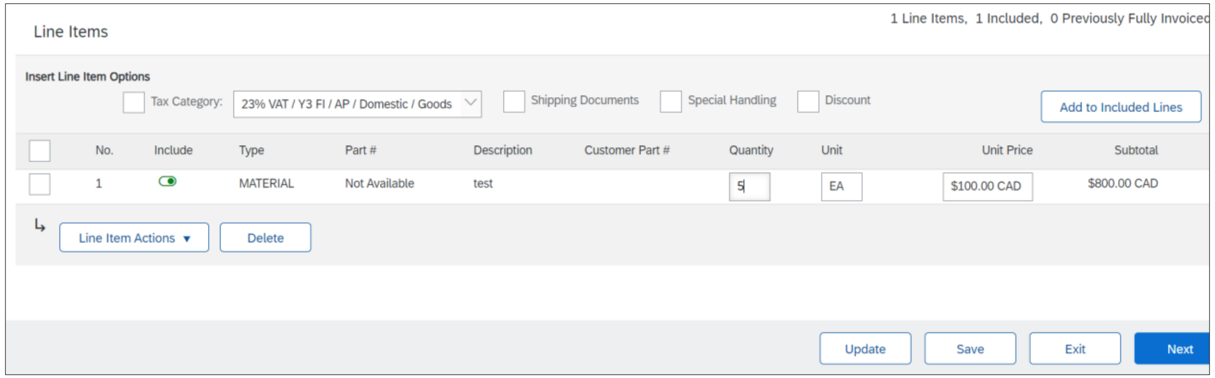
There are option fields that you can populate in the Additional Fields section.



***Note: Invoices may only be backdated by a maximum of 5 days.**

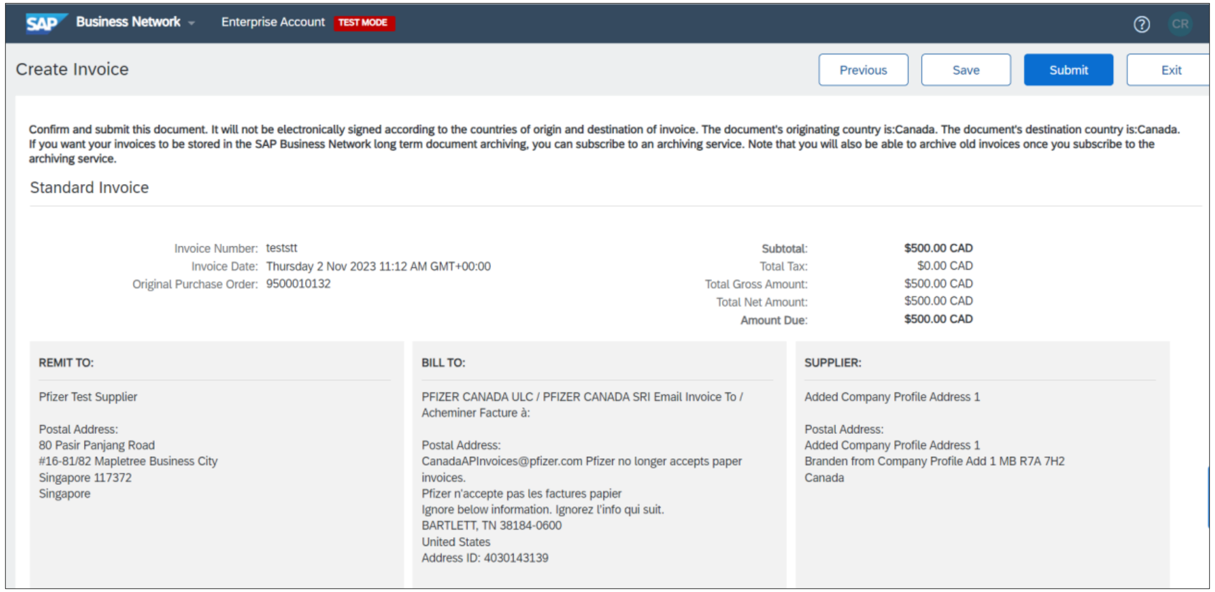
Back to SAP Business Network menu

Next step is to scroll down to the Line Items section. This section will display all of the lines included in the PO. If there were multiple lines in the PO, then you may choose to remove any lines that should not be included in this invoice. You may update the price and quantity as appropriate.



If you need to include tax, please select the rate from the Tax Category section and then choose Add to Included Lines. Once you are happy with the details you provided click Update and then Next.

A summary of the data you populated will display. Please confirm the data before pressing Submit. If you need to change anything, click Previous and make the necessary updates.



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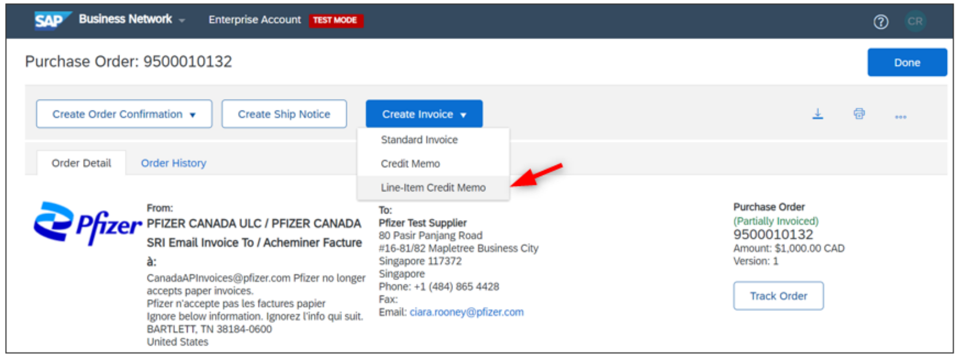
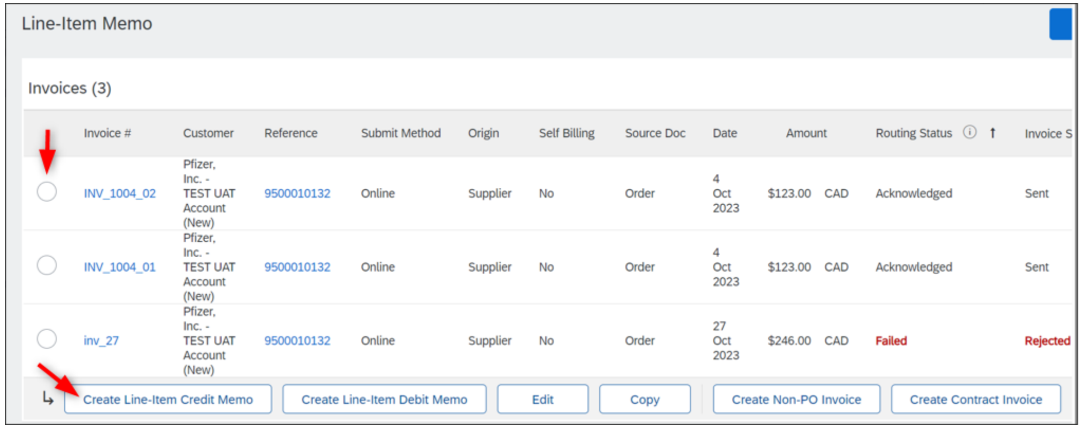
Creating Credit Notes

To create a Credit Note, you will need to locate the PO to issue the credit against (see Searching for Purchase Orders section for steps) and select to display the details. Once you have displayed the PO details you will click **Create Invoice** and then **Line-Item Credit Memo.**

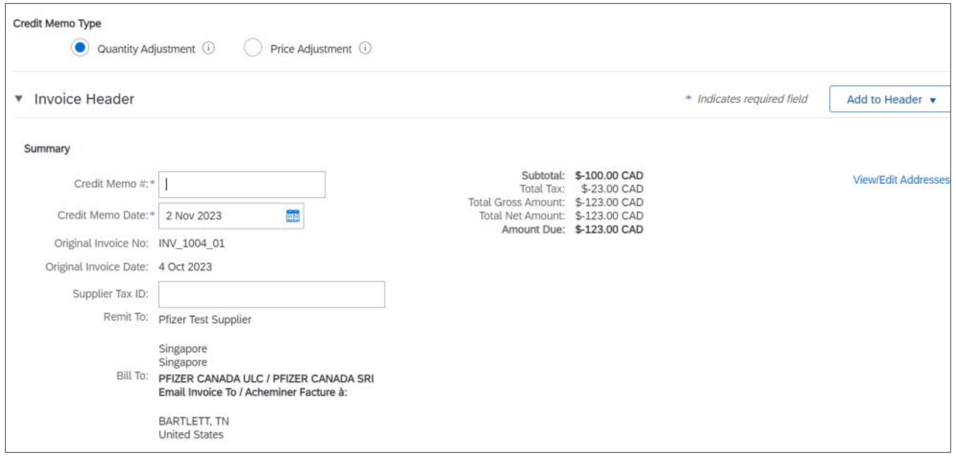


Invoices previously submitted against this PO via the SAP Ariba Business Network will display. Select the invoice you wish to credit and then choose **Create Line-Item Credit Memo.**

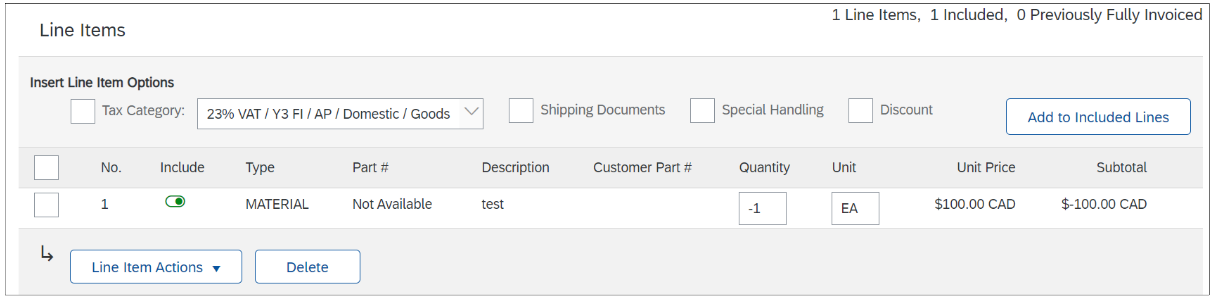


Reminder: You cannot credit invoices that failed the initial validation as these did not make it into Pfizer's AP system.

Select if you are submitting a **Quantity Adjustment** or **Price Adjustment.** You will need to enter the **Credit Memo #** and select the **Credit Memo Date.**



Scroll down to the **Line Items** section. You will see a negative value in the Quantity field or Price field depending upon your previous selection.



Update the price/quantity as appropriate. Once you have completed the updates, click **Update** and **Next.**
A summary of the data you populated will display. Please confirm the data before pressing **Submit.** If you need to change anything, click **Previous** and make the necessary updates.

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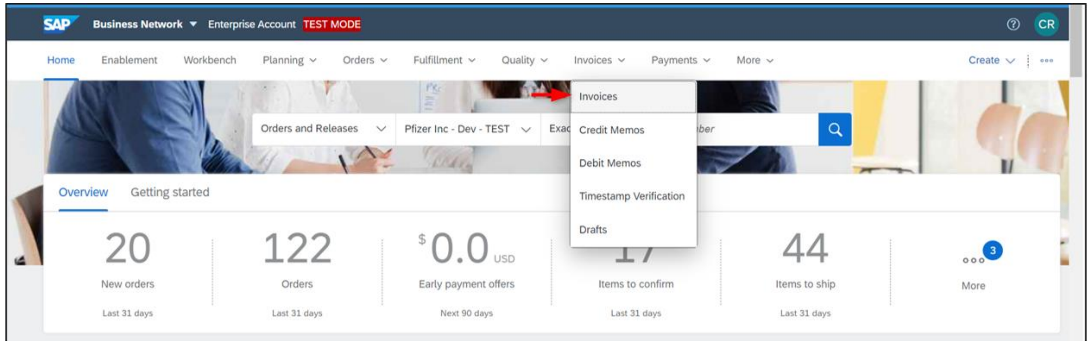
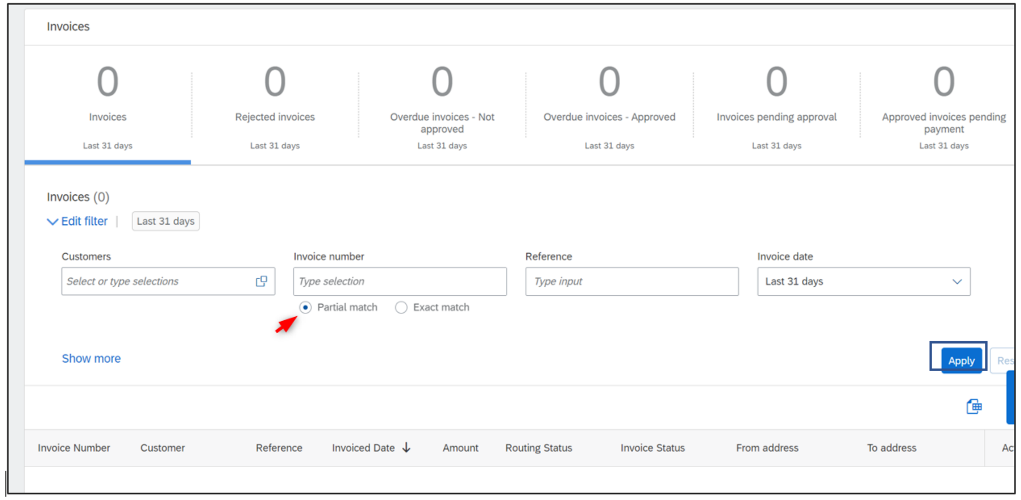
Searching for Invoices

If you wish to search for an invoice that you or your colleague submitted to Pfizer in the SAP Business Network, please click on the **Invoices** tab, and then choose **Invoices**.



A summary of any recent invoices you submitted via the SAP Business Network will display. You can search for a specific invoice number by typing the invoice number into the **Invoice number** field, select **exact match**, and then **apply**.



***Note: You will not be able to use this to search for invoices submitted to Pfizer outside of the SAP Business Network.**
(Please review section Taulia/AP Portal for guidance).

Pfizer

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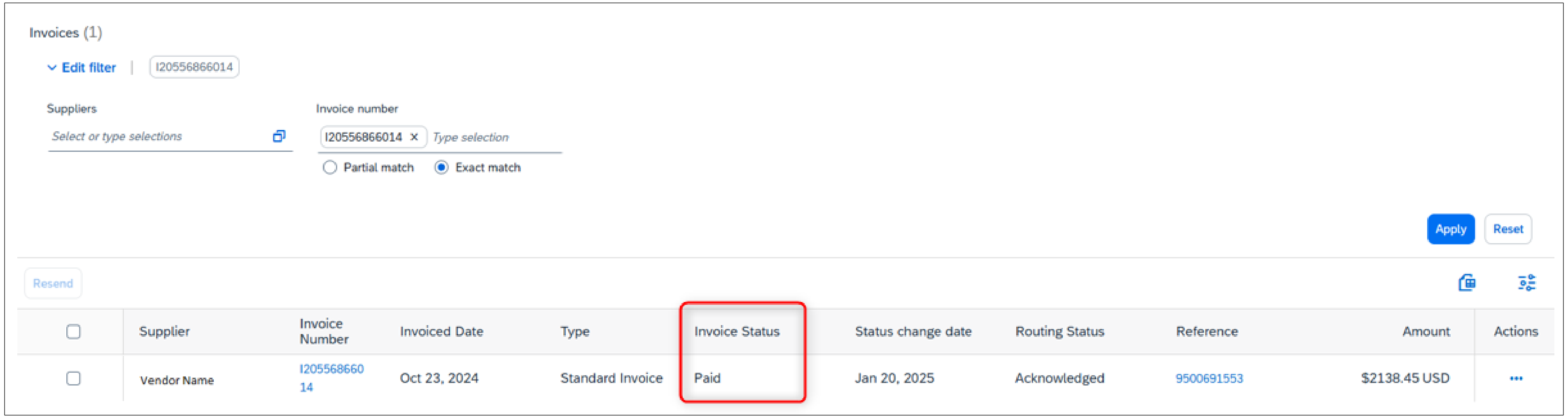
Invoice Status Description

After invoice submission, you will be able to review your invoice status:

- **Acknowledged**: Invoice was received in the platform, and it matches with a valid Pfizer order.
- **Paid:** Disbursement was executed for this invoice.
- **Rejected:** Invoice was not accepted in the platform.



	Supplier	Invoice Number	Invoiced Date	Type	Invoice Status	Status change date	Routing Status	Reference	Amount	Actions
	Vendor Name	I205568660 14	Oct 23, 2024	Standard Invoice	Paid	Jan 20, 2025	Acknowledged	9500691553	$2138.45 USD	•••

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Your invoice status is *Rejected*?

Most common reasons for an invoice to be rejected are:

- **Invoicing a PO that is not available in the SAP Business Network.**

This occurs if the original PO was sent to the vendor by email and not the SAP BN or trying to invoice a PO from a different SAP BN account*

- **Invoicing an invalid PO.**

This occurs if the PO has been typed incorrectly, or it may occur if the attempt is to invoice an on-Premise PO to BOD account*

- **Invoicing a line that does not exist on PO.**

This occurs when an invoice is created referencing a line that is not on the PO*

- **Invalid sequencing of invoice line numbers.**

This occurs when the invoice does not have the invoice lines in order*

- **Invoice is rejected in Process Director (PD).**

Process Director is the internal system that Pfizer users access invoices to resolve any outstanding issues. Should the invoice be rejected in PD, the rejection reason will show blank in SAP BN

***Note: Reason is just applicable for CSV and cXML vendors.**
In addition, Pfizer recommends obtaining the most up to date status for your invoices by accessing our Taulia/AP Portal

If additional support is required, please use Vendor Connect to submit a ticket.

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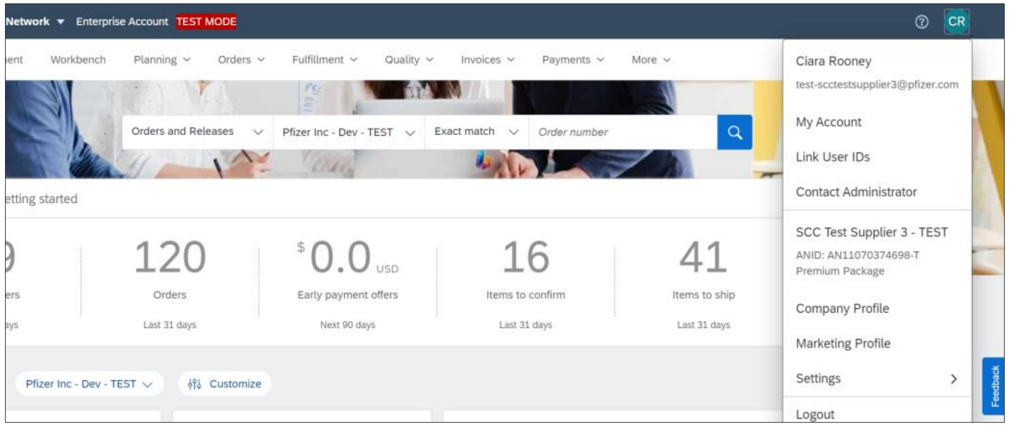
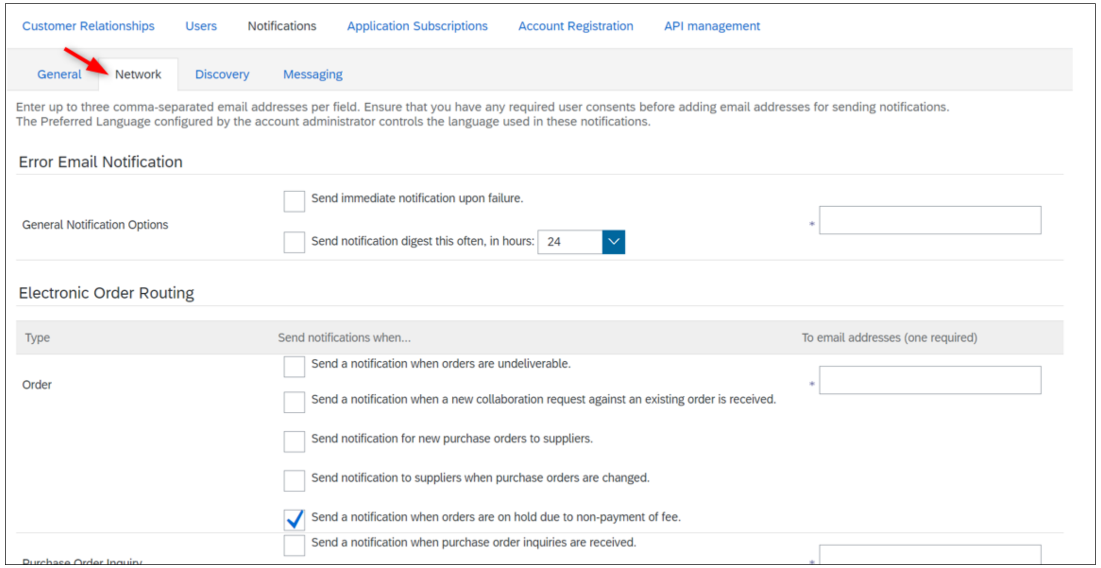
Notifications

To update the notifications in your SAP Business Network account, click the initials (located in the top right-hand corner of the screen), choose **Settings**, and then choose **Notifications**:



Click **Network** to see what notifications relating to POs and Invoices can be updated.

Select the notifications you wish to enable by clicking on the check box (located to the left of each of the notifications) and then enter in the email address of the person (or shared mailbox) who should be notified. You need to include **at least one email address**, but can include up to a maximum of three, each separated by a comma.



Electronic Invoice Routing Notifications

We would advise that vendors check the first notification – “*Send a notification when invoices are undeliverable or rejected*” in the Electronic Invoice Routing section. This notification alerts vendors if an invoice has failed to make it into Pfizer’s account or indeed if the invoice has been rejected by the system.

Electronic Invoice Routing

Invoice Failure	☐ Send a notification when invoices are undeliverable or rejected.	*
Invoice Status Change	☐ Send a notification when invoice statuses change.	*
Invoice Created Automatically from Receipts	☐ Send a notification when an invoice is automatically created from a goods receipt.	*
Invoice Created Automatically from Service Sheets	☐ Send a notification when an invoice is automatically created from a service sheet.	*
Invoice conversion (Supported formats: .pdf, .png, .jpg)	☐ Send a notification when the invoice conversion fails.	*
	☐ Send a notification when the status of the template changes.	*
	☐ Send a notification when an invoice is set for manual submission after conversion.	*

The notification “Send a notification when invoice statuses change” will alert vendors each time the status on the invoice changes i.e., when you successfully send an invoice first, the status will be sent; then this may update to be acknowledged; then approved etc. The system may send at least three or four notifications per invoice, should this be enabled.

If additional support is required, please use [Vendor Connect] to submit a ticket.