

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.



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.

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

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**



Step 2 : Create an account

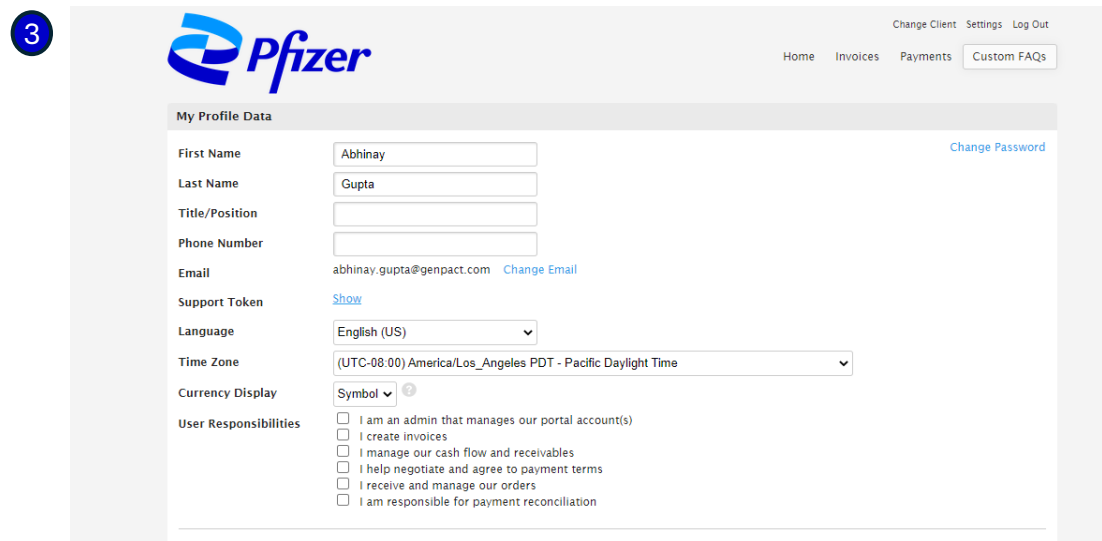
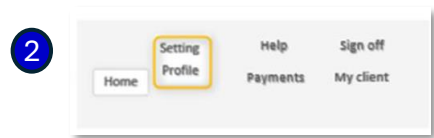
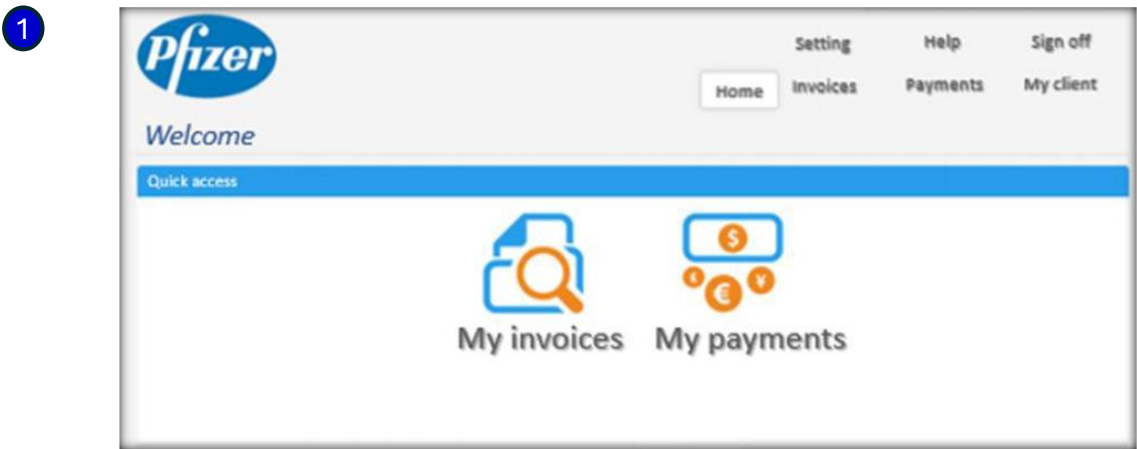
Verify your account and create your account

Verify your company	Create your account
Cyprus Association of Padiatr Thasou 14, Rita Court 17-5th Floor Nicosia, CY 1087 CY (Chipre)	<div>English ▼</div> <div>Name: Cyprus</div> <div>Surname: Association of Padiatr</div> <div>E-mail: supplierpfizer-q01_257@gmail.com</div> <div>Password: <input type="password"/></div> <div>Password confirmation: <input type="password"/></div> <div>Phone number: Selecc. uno... <input type="text"/></div> <div>Time Zone: (UTC-05:00) America/Chicago CDT - Hora de verano Cx ▼</div> <div>Company size: Select ▼</div> <div>Industry: Select ▼</div> <div>Accounting system: Select ▼</div>

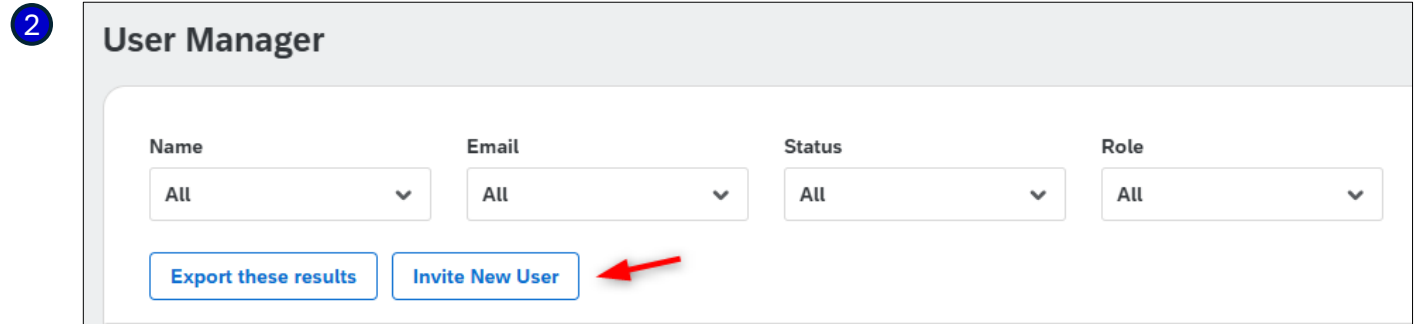
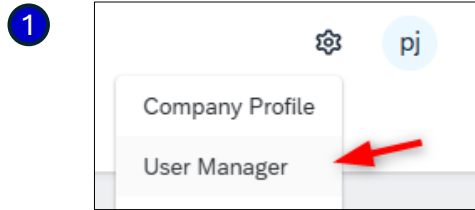
Create your Account

Profile configuration

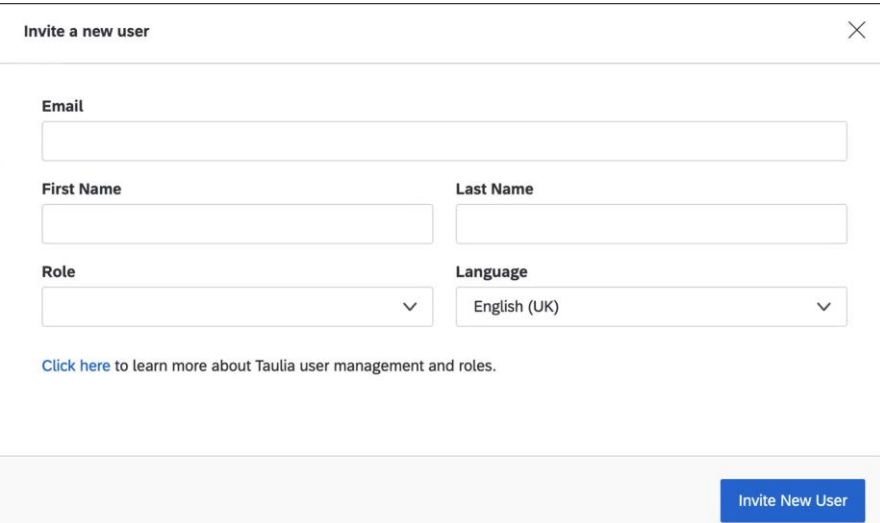
Once your profile has been created, you will want to review the profile configuration. Click **Setting** and then **Profile**. This will allow you to change the language if a different language is preferred.



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



3

A screenshot of the 'Invite a new user' form. The form has a title bar with a close button (X). It contains the following fields: 'Email' (a text input field), 'First Name' (a text input field), 'Last Name' (a text input field), 'Role' (a dropdown menu), and 'Language' (a dropdown menu set to 'English (UK)'). Below the fields, there is a link: 'Click here to learn more about Taulia user management and roles.' At the bottom right of the form, there is a blue button labeled 'Invite New User'.

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

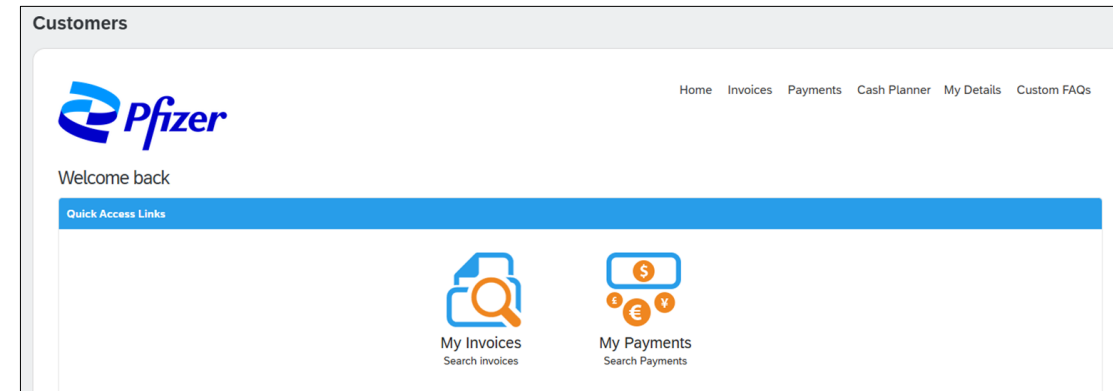
***Note:** You must have an administrator user role to see User Manager option.

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:

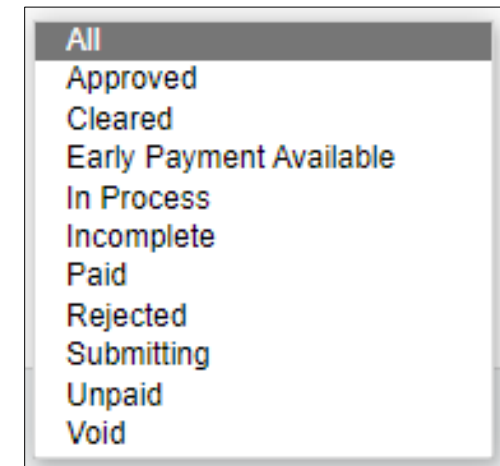
- Invoice Number
- Purchase Order
- Invoices Status

The screenshot shows the 'My Invoices' search form. It has a title 'My Invoices' and a subtitle 'Search My Invoices'. On the right, there's a link for 'Advanced Search'. The form contains four search criteria, each with a text input field and a search icon: 'Invoice Number', 'Purchase Order', 'Invoice Status' (with a dropdown menu showing 'Unpaid'), and 'Branch' (with a dropdown menu showing 'All Branches'). A blue 'Search' button is located at the bottom right of the form.

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

Download

Invoice	Detailed Status	ERP Information
---------	-----------------	-----------------

InvoiceView Invoice

Invoice Number	2156371	Supplier	Customer
Invoice Date	Jul 3, 2020	CIEE CENTRO DE INTEGRACAO EMPRESA E RUA TABAPUA 540	Pfizer Brasil Ltda. 1860 RUA ALEXANDRE DUMAS - 2 Andar
Purchase Order	8502454224	Sao Paulo, SP 04533-001 BR (Brazil)	SAO PAULO, SP 04717-904 BR (Brazil)
Payment Terms	60 days net	1151805995	(11) 5185-8500
Payment Ref.	2000512273		
Payment Method	5		
Type	Invoice		
Create Date	Jul 16, 2020		
Projected Payment Date	September 14, 2020		

#	Item No.	Description	Unit	Quantity	Unit Price	Subtotal
1	1	8502454224		0	R\$0.00	R\$1,443.00

- 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


Download

Invoice	Detailed Status	ERP Information
---------	-----------------	-----------------

Detailed Status

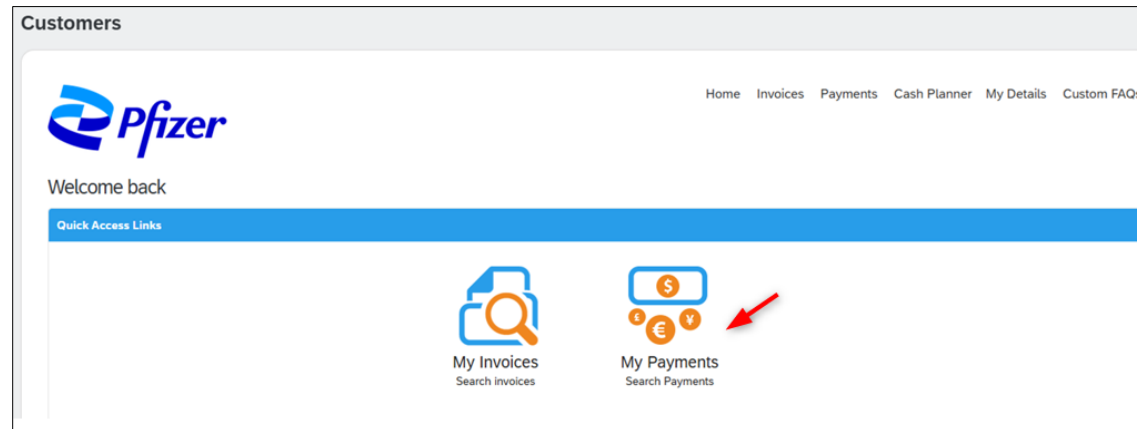
Invoice information created on the portal may differ from that on your customer's accounting system.

Supplier	Customer
CIEE CENTRO DE INTEGRACAO EMPRESA E RUA TABAPUA 540	Pfizer Brasil Ltda. 1860 RUA ALEXANDRE DUMAS - 2 Andar
Sao Paulo, SP 04533-001 BR (Brazil)	SAO PAULO, SP 04717-904 BR (Brazil)
1151805995	(11) 5185-8500

Status	 Paid
Due Date	Sep 11, 2020
Invoice Amount	R\$1,443.00
Delivery Costs	R\$0.00
Payment Terms	60 days net

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

The screenshot shows the 'My Payments' search interface. It has a title 'My Payments' and a search bar labeled 'Search My Payments'. To the right of the search bar is a link for 'Advanced Search'. Below the search bar, there are two input fields: 'Payment Reference' and 'Invoice Number'. These two fields are enclosed in a red rectangular box. Each input field has a small question mark icon to its right. At the bottom right of the search area is a blue 'Search' button.

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

My Payments

Search My Payments

Payment Reference

Invoice Number

Advanced Search

Search

My Payments

Search My Payments

Payment Reference

Invoice Number

Branch

Customer

Check Number

From Amount

Pay Date

Results per Page

Basic Search

Search

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.

Payment Ref.	Pay Date	Payment Method
0100000023	31-Oct-2023	SEPA Credit transfer
CKLZYGQH	26-Oct-2023	MANUAL
UXE6M7TN	26-Oct-2023	MANUAL

Download

Send Message

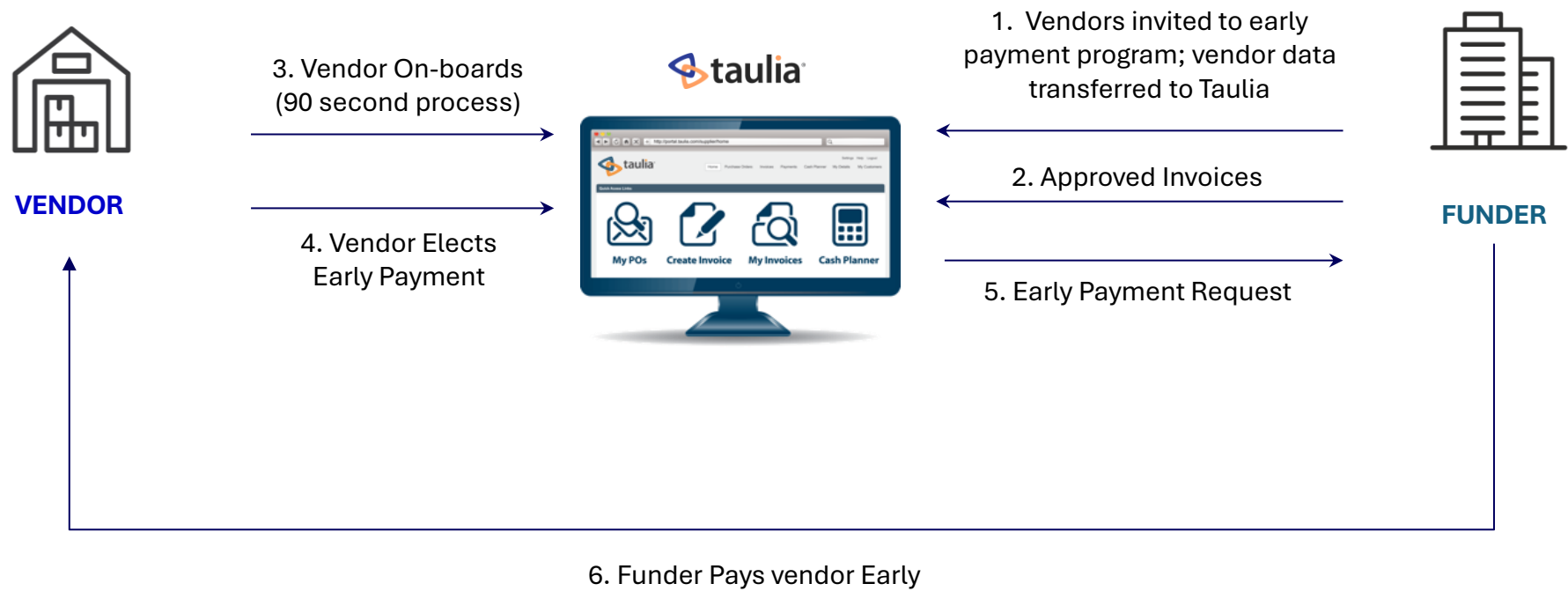
Rich Remittance™ - *Taulia PD2 800-DO_NOT_USE-Mon Jan 15 14:49:34 UTC 2024

Reference	CKLZYGQH
Payment Method	MANUAL
Pay Date	26-Oct-2023
Payment Total	48,812.47 EUR
Total Interest Charge	1,187.53 EUR
Currency	EUR (Euro)

Invoices and credit notes included in this payment

#	Invoice Number	Type	Document Date	Document Amnt	Interest Charge	Payment Amnt	Comments
1	TEST-DH-2404-03	Invoice	24-Apr-2023	50,000.00 EUR	1,187.53 EUR	48,812.47 EUR	

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.

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.

Customers
Demo - Best Run Company

Pfizer
Home Invoices Payments Cashflow™ My Details Custom FAQs

My Invoices

Search My Invoices
Advanced Search

Invoice Number
Purchase Order
Invoice Status
Unpaid
Search

Showing 21-30 of 229 Unpaid Invoices
Download List Refresh

Invoice #	Inv. Date	PO #	Due Date	Document Amount	Status	Payment	Actions
D5604240	Jan 14, 2024		Apr 13, 2024	\$6,530,860.08	Approved	Pay Me Early	
S4607732	Jan 8, 2024		Apr 7, 2024	\$1,269,870.44	Approved	Pay Me Early	
S4359730	Jan 8, 2024		Apr 7, 2024	\$381,739.80	Approved	Pay Me Early	
D4337637	Jan 8, 2024		Feb 7, 2024	\$1,695.96	Approved	Agreed	
S4359771	Jan 7, 2024		Apr 6, 2024	\$376,511.07	Approved	Pay Me Early	
D4337679	Jan 7, 2024		Feb 21, 2024	\$3,510.77	Approved	Agreed	
S4359810	Jan 6, 2024		Apr 5, 2024	\$371,282.34	Approved	Pay Me Early	
D4337721	Jan 6, 2024		Apr 5, 2024	\$1,695.96	Approved	Pay Me Early	

Pfizer
Home Invoices Payments Cashflow™ My Details Custom FAQs

Welcome back, Sarah.

Quick Access Links

Early Payment Available - Request All

There are 46 invoice(s) available for...
You can accept all 46 offer(s) by clicking... invoices.

Early Payment Offers Available

The following invoices are available for early payment...

Invoice # Inv. Date
D0019843 Jan 23, 2024

Apr 22, 2024 \$6,759,845.08 Approved

Early Payment Offer

Step 1: Review Invoice Details

Invoice Number D0019843 Invoice Amount \$6,759,845.08 Invoice Due Date Apr 22, 2024

Current Payment Terms 90 days net

Step 2: Select Early Payment Date

Select different dates to see different discount rates.

Early Payment Date Feb 9, 2024 Days Accelerated 73 Discount Percentage 2.433% Discount \$164,467.03

February 2024

Mo Tu We Th Fr Sa Su
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29

Step 3: Review Offer and Submit Request

Early Payment Date Feb 9, 2024 Original Invoice Amount \$6,759,845.08 Discount Amount -\$164,467.03 Payment Amount \$6,595,378.05

Cancel Submit

Pay Me Early ALL

Pay Me Early My Offers

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.

Cashflow™ enabled ☒

If **Cashflow™** is **enabled**, all approved invoices in the future will **automatically** be submitted for **early payment**.

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

Customers Demo - Best Run Company

Home Invoices Payments **Cashflow™** My Details Custom FAQs

My Invoices

Search My Invoices [Advanced Search](#)

Invoice Number

Purchase Order

Invoice Status

Search

Showing 21-30 of 229 Unpaid Invoices [Download List](#) [Refresh](#)

Invoice #	Inv. Date	PO #	Due Date	Document Amount	Status	Payment	Actions
D5604240	Jan 14, 2024		Apr 13, 2024	\$6,530,860.08	Approved	Pay Me Early	Settings
S4607732	Jan 8, 2024		Apr 7, 2024	\$1,269,870.44	Approved	Pay Me Early	Settings
S4359730	Jan 8, 2024		Apr 7, 2024	\$381,739.80	Approved	Pay Me Early	Settings
D4337637	Jan 8, 2024		Feb 7, 2024	\$1,695.96	Approved	Agreed	Settings
S4359771	Jan 7, 2024		Apr 6, 2024	\$376,511.07	Approved	Pay Me Early	Settings
D4337679	Jan 7, 2024		Feb 21, 2024	\$3,510.77	Approved	Agreed	Settings
S4359810	Jan 6, 2024		Apr 5, 2024	\$371,282.34	Approved	Pay Me Early	Settings
D4337721	Jan 6, 2024		Apr 5, 2024	\$1,695.96	Approved	Pay Me Early	Settings



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

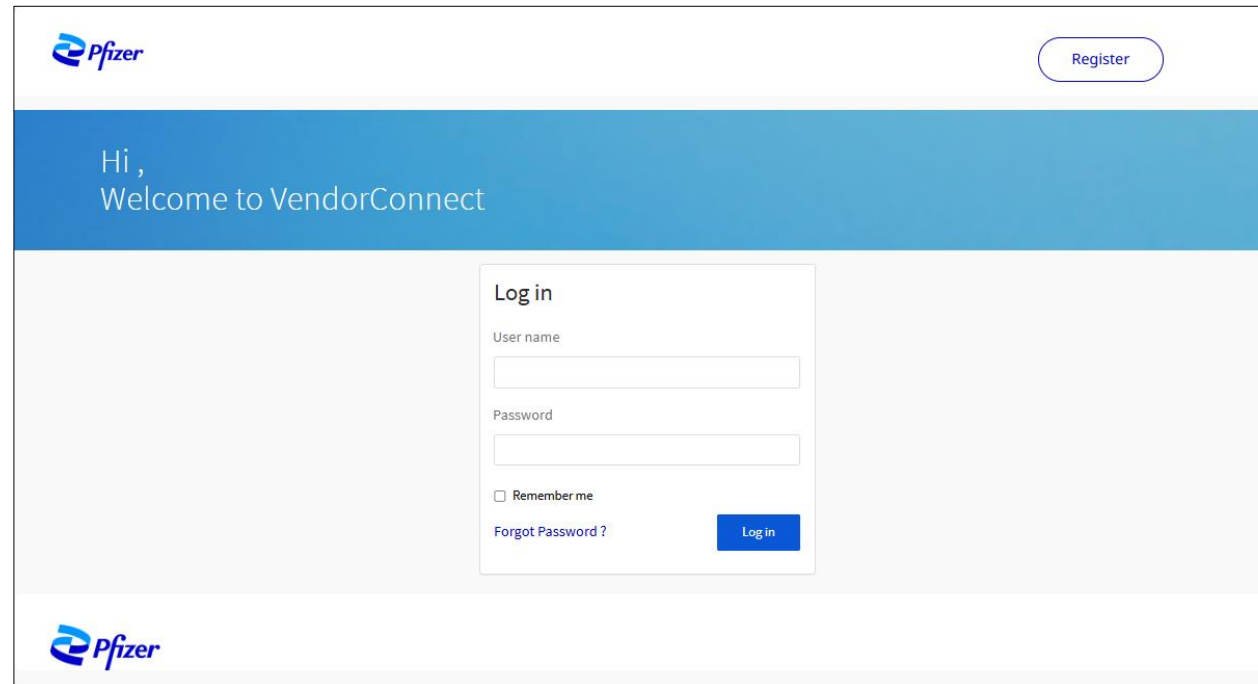
Reviewing case status

Vendor Connect Link

Back to main page

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](#)



The screenshot shows the Pfizer VendorConnect login interface. At the top left is the Pfizer logo. At the top right is a 'Register' button. Below the logo is a blue banner with the text 'Hi, Welcome to VendorConnect'. In the center is a 'Log in' form with fields for 'User name' and 'Password'. Below the password field is a checkbox for 'Remember me' and a link for 'Forgot Password?'. A blue 'Log in' button is at the bottom right of the form. The Pfizer logo is also at the bottom left of the page.

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

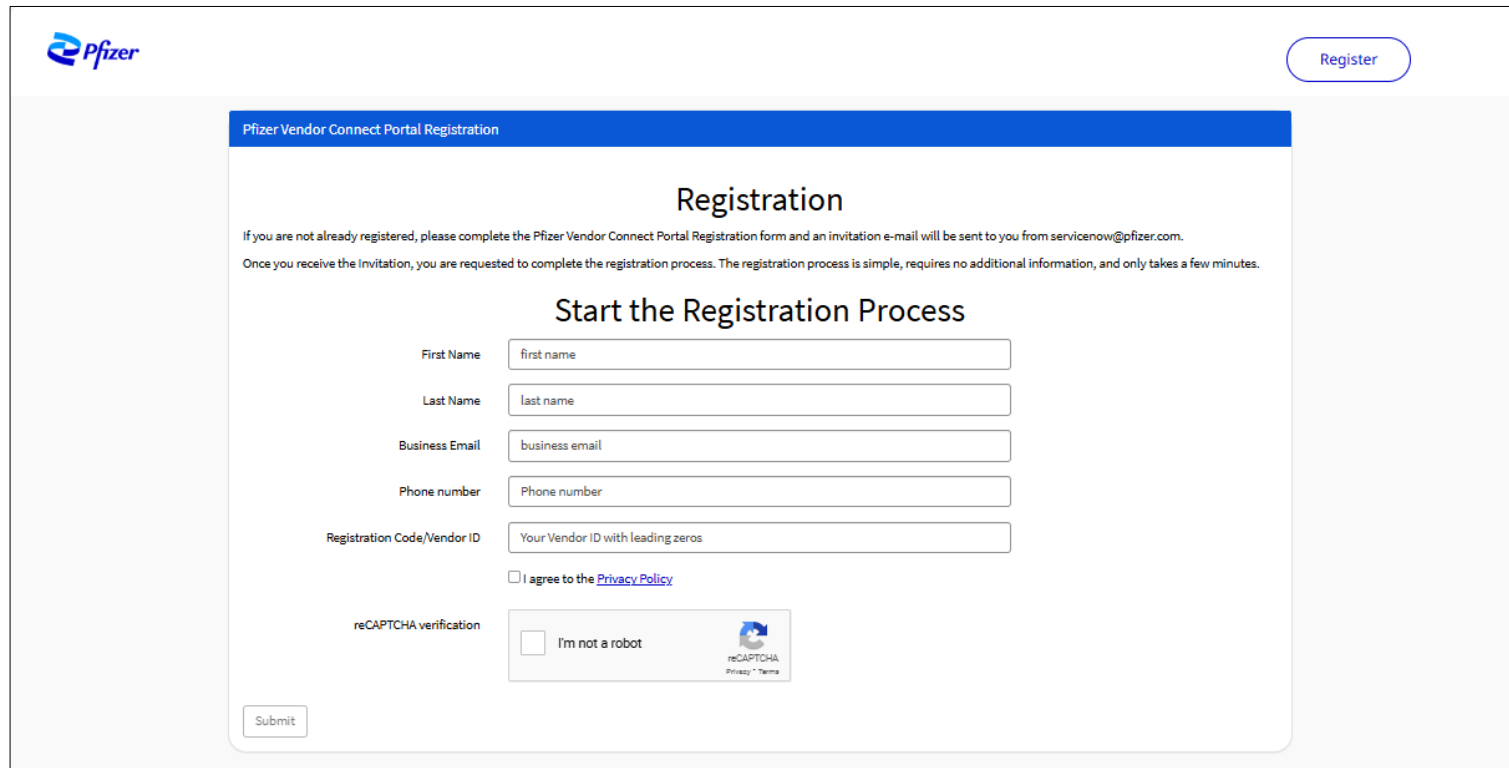
***Note:** Please note that this portal is only available in English.

[Register](#)

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).



The image shows a screenshot of the Pfizer Vendor Connect Portal Registration form. The form is titled "Pfizer Vendor Connect Portal Registration" and "Registration". It includes a "Register" button in the top right corner. The form contains the following fields:

- First Name
- Last Name
- Business Email
- Phone number
- Registration Code/Vendor ID (with a note: "Your Vendor ID with leading zeros")
- reCAPTCHA verification (with a checkbox "I'm not a robot" and a reCAPTCHA logo)

Below the fields is a "Submit" button. The form also includes a checkbox for "I agree to the Privacy Policy" and a link to the "Privacy Policy".

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.

Your request has been submitted and is pending review. You will receive an email when your request is processed.


Register

Pfizer Vendor Connect Portal Registration

Registration

If You are not already registered, please complete the Pfizer Vendor Connect Portal Registration form and an invitation e-mail will be sent to you from servicenow@pfizer.com.
Once you receive the Invitation, you are requested to complete the registration process. The registration process is simple, requires no additional information, and only takes a few minutes.
Once an administrator is setup for your account you can additional read only, or administrative users to the account.

Start the Registration Process

First Name	<input type="text" value="John"/>
Last Name	<input type="text" value="Smith"/>
Business Email	<input type="text" value="John.Smith@domain.com"/>
Phone number	<input type="text" value="1234567"/>
Registration Code/Vendor ID	<input type="text" value="0000101265"/>
<input checked="" type="checkbox"/> I agree to the Privacy Policy	
reCAPTCHA verification	<div><div><input checked="" type="checkbox"/> I'm not a robot</div><div> reCAPTCHA Privacy - Terms</div></div>

Submit

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.

The screenshot shows a web browser window with a red error banner at the top. The banner contains two messages: "Invalid Registration Code" and "A registration for 'John.Smith@domain.com' has already been requested and is in a pending state". Below the banner is the "Pfizer Vendor Connect Portal Registration" header. The main content area is titled "Registration" and includes instructions: "If You are not already registered, please complete the Pfizer Vendor Connect Portal Registration form and an invitation e-mail will be sent to you from servicenow@pfizer.com. Once you receive the Invitation, you are requested to complete the registration process. The registration process is simple, requires no additional information, and only takes a few minutes. Once an administrator is setup for your account you can additional read only, or administrative users to the account." Below this is the "Start the Registration Process" section, which contains a form with the following fields: First Name (John), Last Name (Smith), Business Email (John.Smith@domain.com), Phone number (1234567), and Registration Code/Vendor ID (1234567890). There is a checkbox for "I agree to the Privacy Policy" which is checked. At the bottom of the form is a reCAPTCHA verification section with a checkbox for "I'm not a robot" and a reCAPTCHA logo. A "Submit" button is located at the bottom left of the form.

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.

The screenshot shows a "Preview Email" window. The email content is as follows: "There is Pending Approval needed for Registration Request: vibha rani", "Click here to Approve/Reject the Registration Request: [Link](#)", "Click here to view the Registration Record: [vibha rani](#)", and "Ref:MSG2278697_CiiYDkKehFXhFZumTTeW".

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



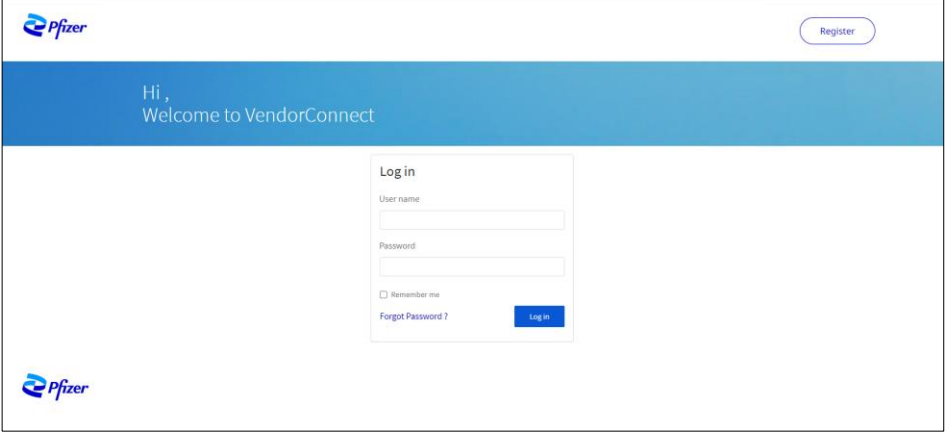
What should I do once my Access has been approved?

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).

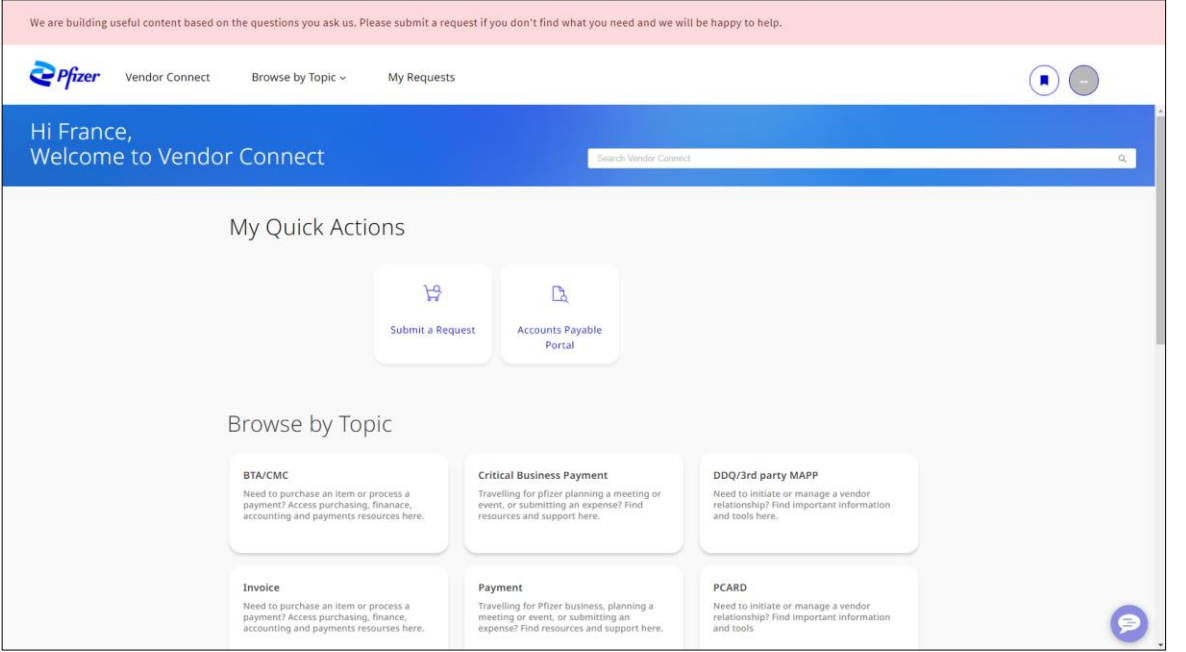
If you are facing issues with your Vendor Connect enrollment process, please feel free to ask for support via email at PfizerVendorConnectRegistration@pfizer.com

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”.



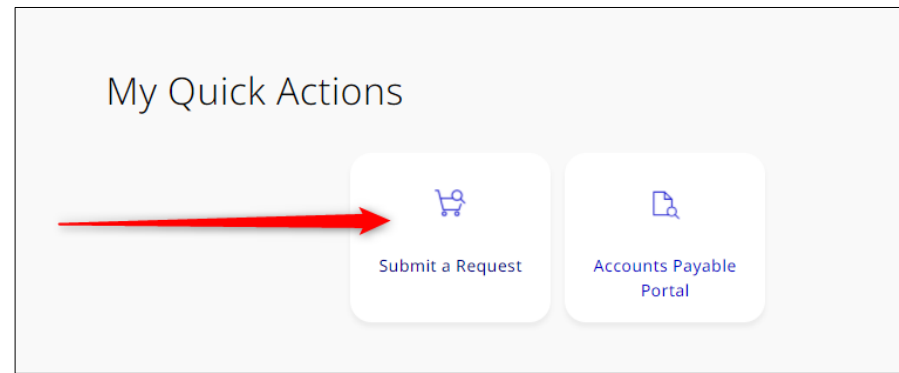
The image shows the Pfizer VendorConnect login page. At the top left is the Pfizer logo. At the top right is a 'Register' button. Below the logo, it says 'Hi, Welcome to VendorConnect'. In the center, there is a 'Log in' form with fields for 'User name' and 'Password'. Below these fields are checkboxes for 'Remember me' and a link for 'Forgot Password?'. A blue 'Log in' button is at the bottom right of the form. The Pfizer logo is also at the bottom left of the page.



The image shows the Pfizer VendorConnect dashboard. At the top, a pink banner says 'We are building useful content based on the questions you ask us. Please submit a request if you don't find what you need and we will be happy to help.' Below this is a navigation bar with the Pfizer logo, 'Vendor Connect', 'Browse by Topic', and 'My Requests'. On the right of the navigation bar are two circular icons. Below the navigation bar, it says 'Hi France, Welcome to Vendor Connect' and has a search bar labeled 'Search Vendor Connect'. The main content area is titled 'My Quick Actions' and contains two buttons: 'Submit a Request' (with a shopping cart icon) and 'Accounts Payable Portal' (with a document icon). Below this is a section titled 'Browse by Topic' with six cards: 'BTA/CMC' (Need to purchase an item or process a payment? Access purchasing, finance, accounting and payments resources here.), 'Critical Business Payment' (Travelling for pfizer planning a meeting or event, or submitting an expense? Find resources and support here.), 'DDQ/3rd party MAPP' (Need to initiate or manage a vendor relationship? Find important information and tools here.), 'Invoice' (Need to purchase an item or process a payment? Access purchasing, finance, accounting and payments resources here.), 'Payment' (Travelling for Pfizer business, planning a meeting or event, or submitting an expense? Find resources and support here.), and 'PCARD' (Need to initiate or manage a vendor relationship? Find important information and tools here.). A chat icon is in the bottom right corner.

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.

A screenshot of a form field. The label "Requested For" is positioned above a dropdown menu. The dropdown menu is open, showing the selected option "France Contact".

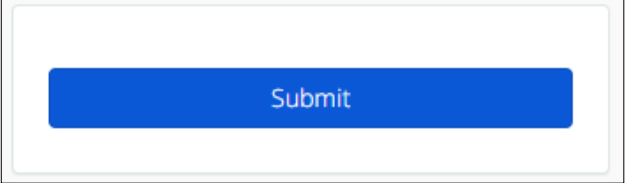
Other fields that **must be completed** are:

- 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.

The screenshot shows the Pfizer Vendor Connect interface for a 'Procure to Pay (P2P) Vendor' case. The form is titled 'Procure to Pay (P2P) Vendor' and includes a sub-header 'This request will submit a P2P case from Vendor Portal.' The form fields are as follows:

- Requested For:** A dropdown menu with 'France Contact' selected.
- * Choose an Issue Type for your question:** A dropdown menu with 'None' selected.
- * Case Subject:** A text input field.
- * Please describe your question or issue - provide as much detail as you can:** A rich text editor with a toolbar containing icons for Paragraph, Bold, Italic, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Image, Table, and Code.
- Submit:** A blue button on the right side of the form.
- Required information:** A sidebar on the right with the following items:
 - Choose an Issue Type for your question:** A red box with a dropdown arrow.
 - Case Subject:** A red box with a text input field.
 - Please describe your question or issue - provide as much detail as you can:** A red box with a text input field.
- Add attachments:** A link with a paperclip icon at the bottom right of the form.

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.

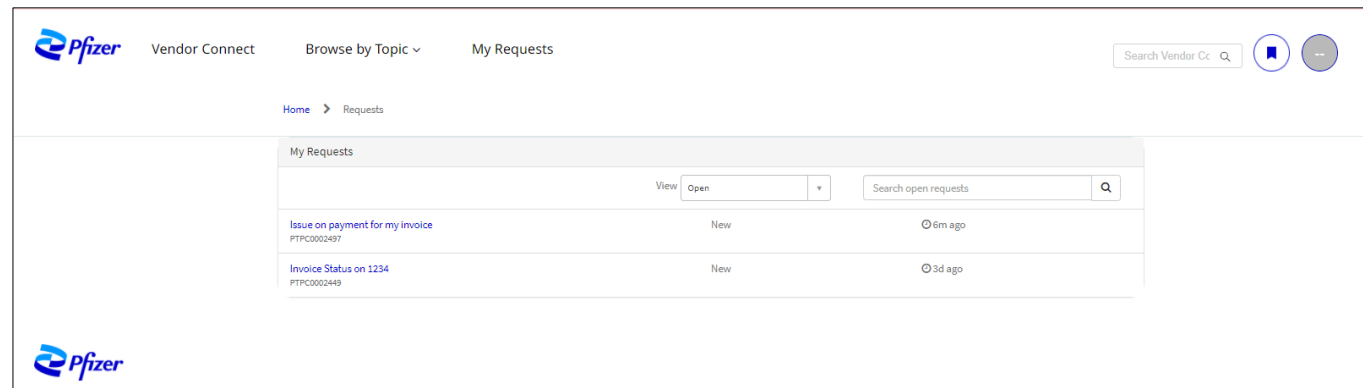


Reviewing the Case Status

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

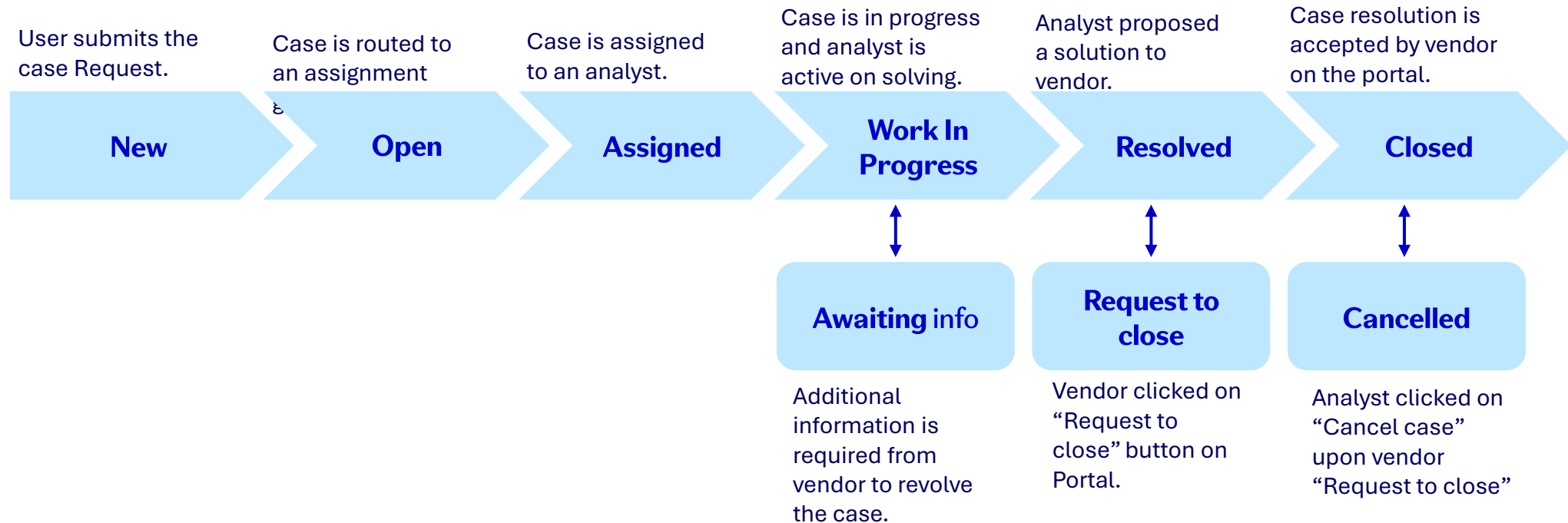


A list of the cases will be displayed, by default you will see the ones in progress, however, that can be changed by selecting the “Close” option.



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:



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

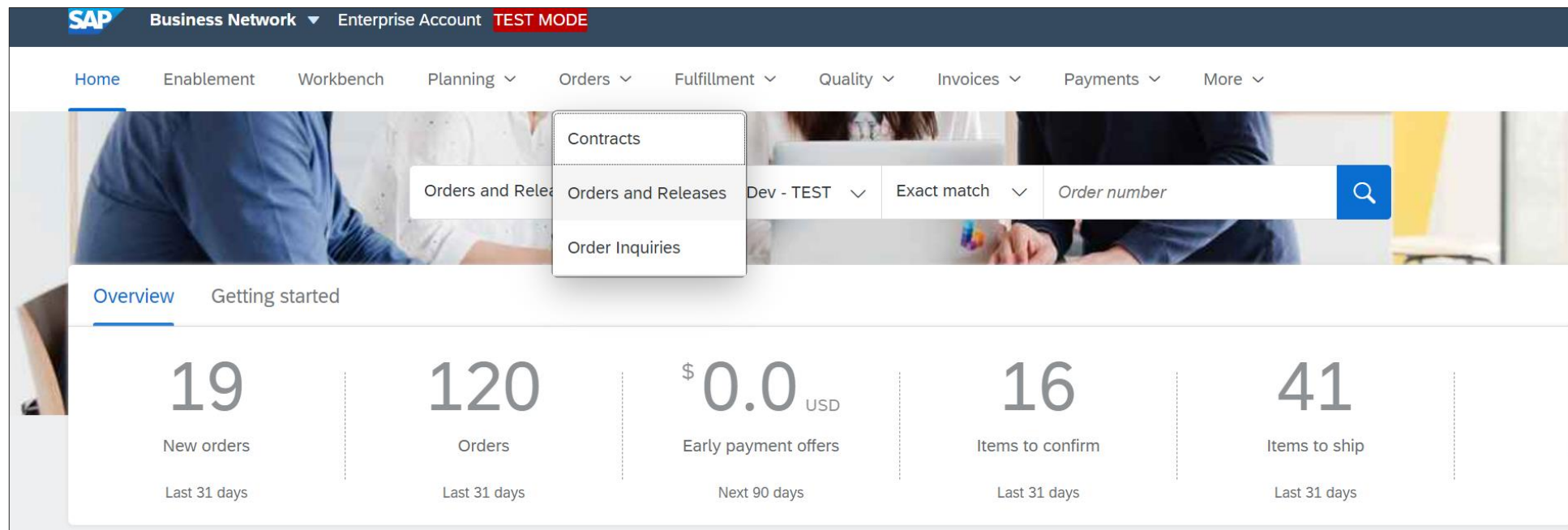
Notifications

SAP Business Network Link

Back to main page

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.



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.

Orders

120

Orders

Last 31 days

16

Items to confirm

Last 31 days

41

Items to ship

Last 31 days

0

Return items

Last 31 days

19

New orders

Last 31 days

2

Changed orders

Last 31 days

Orders (120)

▼ Edit filter

Last 31 days

Customers

Select or type selections

□

Order numbers

Type selection

☒ Partial match

☐ Exact match

Creation date

Last 31 days

▼

Order status

Include

▼

Select or type sel... □

Show more

Apply

Reset

Resend Failed Orders

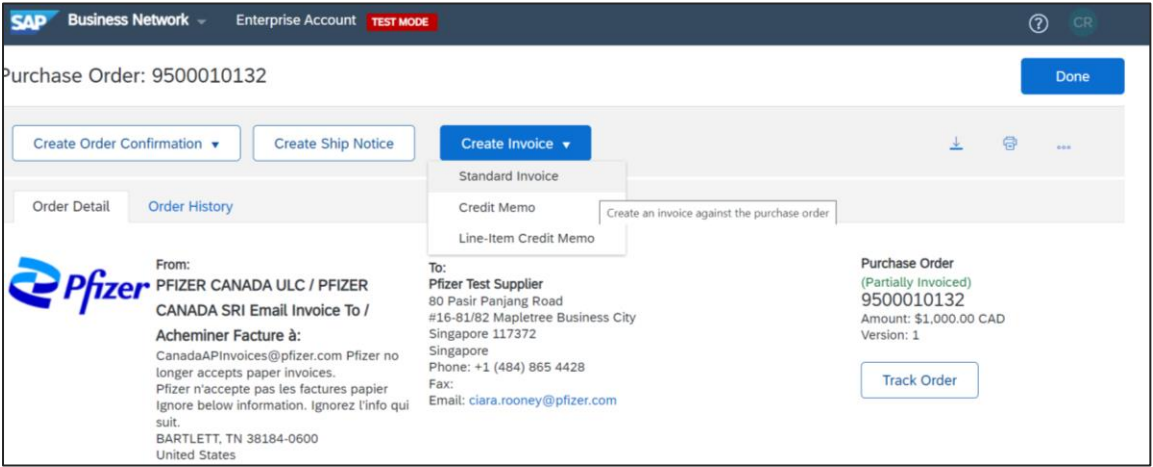
Feedback

Order Number ↓	Customer	Amount	Date	Order Status	Amount Invoiced	Actions
9500199556	Pfizer Inc - Dev - TEST	£5000 GBP	Sep 5, 2023	Shipped		...
4504827570	Pfizer Inc - Dev - TEST	£40000 GBP	Sep 6, 2023	New		...

***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.

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.



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.

Summary

Purchase Order: 9500010132

Invoice #:

teststtt

Invoice Date: *

2 Nov 2023

Service Description:

Supplier Tax ID:

Remit To: Pfizer Test Supplier

Singapore
Singapore

Bill To: PFIZER CANADA ULC / PFIZER CANADA SRI

Email Invoice To / Acheminer Facture à:

BARTLETT, TN
United States

Subtotal: \$800.00 CAD

Total Tax: \$0.00 CAD

Total Gross Amount: \$800.00 CAD

Total Net Amount: \$800.00 CAD

Amount Due: \$800.00 CAD

View/Edit Addresses

Tax ⓘ

☐ Header level tax ⓘ

☒ Line level tax ⓘ

Shipping

☒ Header level shipping ⓘ

☐ Line level shipping ⓘ

Ship From: Pfizer Test Supplier

Singapore
Singapore

Ship To: Pfizer Brandon DC

BRANDON MB
Canada

Deliver To: Pavan Kumar Reddy, Peddireddy, Building: 77777, Room: 5555, Phone: 999999, Email: Test@ariba.co
Pfizer Brandon DC

View/Edit Addresses

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

Pfizer 2024 | Confidential and Proprietary

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.

Line Items

1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category: 23% VAT / Y3 FI / AP / Domestic / Goods

☐ Shipping Documents

☐ Special Handling

☐ Discount

Add to Included Lines

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	test		5	EA	\$100.00 CAD	\$800.00 CAD

Line Item Actions

Delete

Update

Save

Exit

Next

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.

SAP Business Network

Enterprise Account

TEST MODE

?

CR

Create Invoice

Previous

Save

Submit

Exit

Confirm and submit this document. It will not be electronically signed according to the countries of origin and destination of invoice. The document's originating country is:Canada. The document's destination country is:Canada. If you want your invoices to be stored in the SAP Business Network long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Standard Invoice

Invoice Number: teststt

Invoice Date: Thursday 2 Nov 2023 11:12 AM GMT+00:00

Original Purchase Order: 9500010132

Subtotal: \$500.00 CAD

Total Tax: \$0.00 CAD

Total Gross Amount: \$500.00 CAD

Total Net Amount: \$500.00 CAD

Amount Due: \$500.00 CAD

REMIT TO:

Pfizer Test Supplier

Postal Address:
80 Pasir Panjang Road
#16-81/82 Mapletree Business City
Singapore 117372
Singapore

BILL TO:

PFIZER CANADA ULC / PFIZER CANADA SRI Email Invoice To / Acheminer Facture à:

Postal Address:
CanadaAPIInvoices@pfizer.com Pfizer no longer accepts paper invoices.
Pfizer n'accepte pas les factures papier ignore below information. Ignorez l'info qui suit.
BARTLETT, TN 38184-0600
United States
Address ID: 4030143139

SUPPLIER:

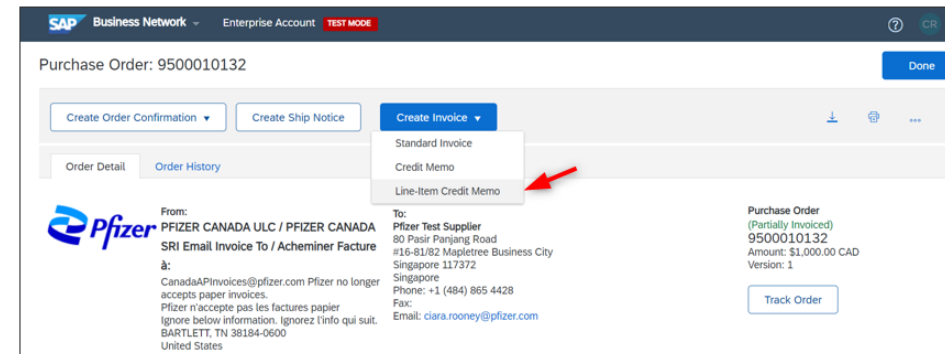
Added Company Profile Address 1

Postal Address:
Added Company Profile Address 1
Branden from Company Profile Add 1 MB R7A 7H2
Canada



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**.

Line-Item Memo

Invoices (3)

Invoice #	Customer	Reference	Submit Method	Origin	Self Billing	Source Doc	Date	Amount	Routing Status	Invoice S
<input type="radio"/> INV_1004_02	Pfizer, Inc. - TEST UAT Account (New)	9500010132	Online	Supplier	No	Order	4 Oct 2023	\$123.00 CAD	Acknowledged	Sent
<input type="radio"/> INV_1004_01	Pfizer, Inc. - TEST UAT Account (New)	9500010132	Online	Supplier	No	Order	4 Oct 2023	\$123.00 CAD	Acknowledged	Sent
<input type="radio"/> inv_27	Pfizer, Inc. - TEST UAT Account (New)	9500010132	Online	Supplier	No	Order	27 Oct 2023	\$246.00 CAD	Failed	Rejected

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**.

Credit Memo Type

☒ Quantity Adjustment ^① ☐ Price Adjustment ^①

Invoice Header * Indicates required field [Add to Header](#) ▼

Summary


Credit Memo #*: <input type="text"/> Credit Memo Date*: 2 Nov 2023  Original Invoice No: INV_1004_01 Original Invoice Date: 4 Oct 2023 Supplier Tax ID: <input type="text"/> Remit To: Pfizer Test Supplier Singapore Singapore Bill To: PFIZER CANADA ULC / PFIZER CANADA SRI Email Invoice To / Acheminer Facture à: BARTLETT, TN United States	Subtotal: \$-100.00 CAD Total Tax: \$-23.00 CAD Total Gross Amount: \$-123.00 CAD Total Net Amount: \$-123.00 CAD Amount Due: \$-123.00 CAD View/Edit Addresses
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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.

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category: 23% VAT / Y3 FI / AP / Domestic / Goods ☐ Shipping Documents ☐ Special Handling ☐ Discount [Add to Included Lines](#)

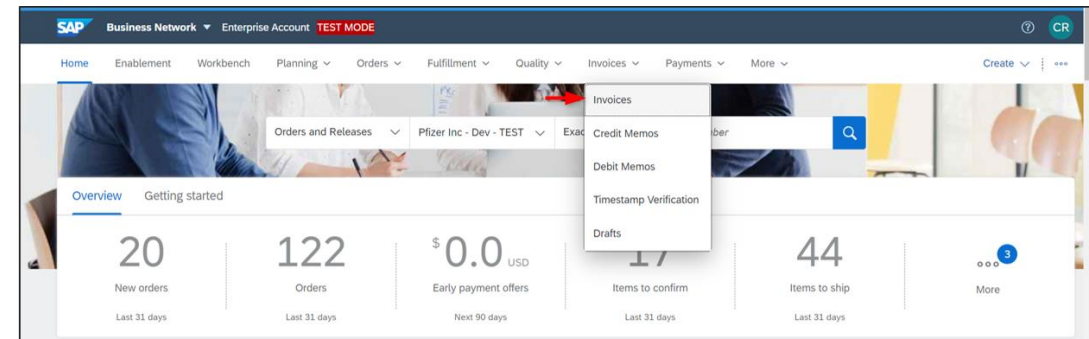
<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	1		MATERIAL	Not Available	test		-1	EA	\$100.00 CAD	\$-100.00 CAD

↳ [Line Item Actions](#) ▼ [Delete](#)

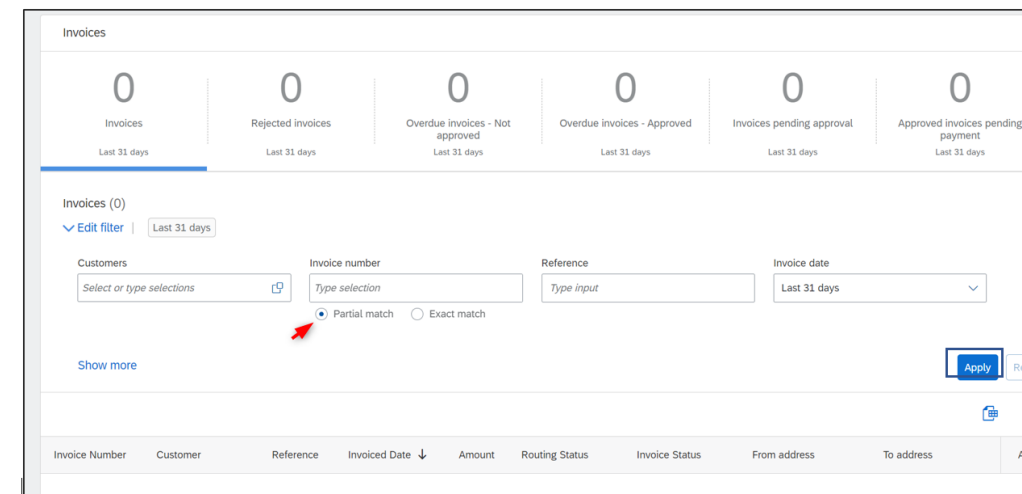
Update the price/quantity as appropriate. Once you have completed the updates, click **Update** and **Next**. A summary of the data you populated will display. Please confirm the data before pressing **Submit**. If you need to change anything, click **Previous** and make the necessary updates.

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).

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.

Invoices (1)

▼ Edit filter

I20556866014

Suppliers

Select or type selections

Invoice number

I20556866014 x

Type selection

☐ Partial match

☒ Exact match

Apply

Reset

Resend

<input type="checkbox"/>	Supplier	Invoice Number	Invoiced Date	Type	Invoice Status	Status change date	Routing Status	Reference	Amount	Actions
<input type="checkbox"/>	Vendor Name	I20556866014	Oct 23, 2024	Standard Invoice	Paid	Jan 20, 2025	Acknowledged	9500691553	\$2138.45 USD	...

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

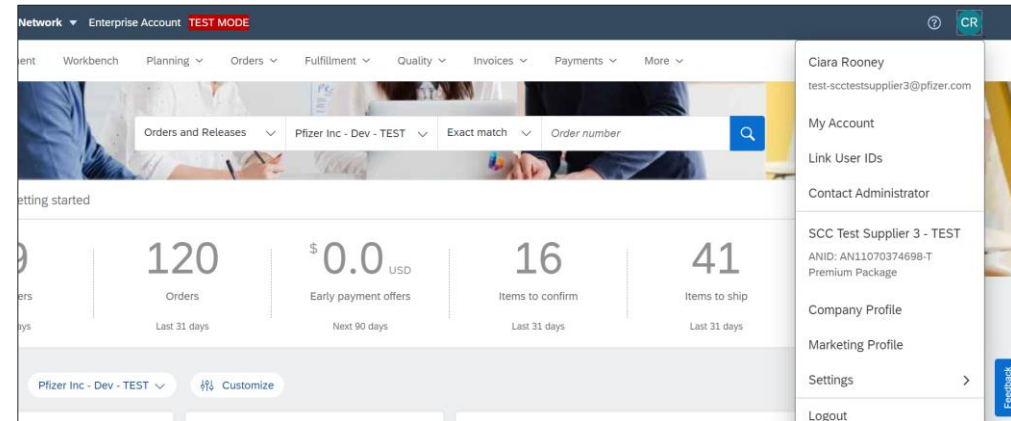
***Note:** Reason is just applicable for CSV and cXML vendors.

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.

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.

Customer Relationships Users Notifications Application Subscriptions Account Registration API management

General Network Discovery Messaging

Enter up to three comma-separated email addresses per field. Ensure that you have any required user consents before adding email addresses for sending notifications. The Preferred Language configured by the account administrator controls the language used in these notifications.

Error Email Notification

General Notification Options

☐ Send immediate notification upon failure.

☐ Send notification digest this often, in hours: 24

Electronic Order Routing

Type	Send notifications when...	To email addresses (one required)
Order	<input type="checkbox"/> Send a notification when orders are undeliverable.	+
	<input type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.	
	<input type="checkbox"/> Send notification for new purchase orders to suppliers.	
	<input type="checkbox"/> Send notification to suppliers when purchase orders are changed.	
	<input checked="" type="checkbox"/> Send a notification when orders are on hold due to non-payment of fee.	
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquiries are received.	+

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

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.

