

Frequently Asked Questions...and Answers

Question	Answer
1. What system is Alcon implementing for purchase orders and when that transition occur?	<p>Alcon is implementing SAP in January 2020 for Sinking Spring Manufacturing. Suppliers doing business with the Sinking Spring site and related legal entities will be affected by the change to SAP in January and will receive several mailed communications with further instructions. If you need additional clarification:</p> <ul style="list-style-type: none">• Check our Supplier SAP section on the website at www.alcon.com/supplier-information• Contact your Alcon Business Partner
2. How will Alcon correspond with me after January 2 nd ?	<p>Suppliers must provide an email address to enable electronic receipt of the Alcon Purchase Order (PO). In order to ensure Alcon has the most current contact information, please be sure you have provided the most up to date information to your Alcon Business Partner or Alcon Contact</p> <ul style="list-style-type: none">• Current Alcon Supplier Number (reference your Alcon PO for this number)• Company Name• Contact Name• Contact Phone Number• Email Address to be used for all electronic correspondence including Purchase Orders
3. Will I receive a new supplier number?	Yes, new supplier numbers will be assigned in SAP in mid to late December.
4. Will Alcon create new part numbers?	Yes, new part numbers will be assigned in SAP in mid to late December. The SAP system will store both the old and the new part numbers for cross reference. But it will be extremely important to begin referencing SAP part numbers on packing lists and invoices as soon as possible because specifications will not be updated with new part numbers.
5. What if I mail my invoice to Accounts Payable instead of emailing?	The fastest mechanism to submit invoices for payment is email. Terms are based upon receipt of a valid invoice, so mailing an invoice to the mailing address on the purchase order will delay processing.

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6. What will happen if there is an open purchase order when Alcon migrates to SAP?	The old purchase order number will be retired and a new purchase order will be issued in SAP. We will maintain a cross-reference of old and new PO numbers. We do need all correspondence changed to the new SAP PO numbers as quickly as possible.
7. How should invoices be submitted for payment after January 1 st ? Are there new addresses?	<ul style="list-style-type: none"> • Our preference and for faster payment, we ask that all invoices be submitted via email. Starting January 1st, all invoices should be submitted to Accounts Payable (AP) via email to the address APU341.UnitedStates@alcon.com* <p>*Please note:</p> <ul style="list-style-type: none"> - if a supplier does business with multiple legal entities (e.g. U339), the invoice submission mailbox will vary by Alcon legal entity. Legal entities are indicated on each Purchase Order (PO). Please be sure to refer to the PO to identify the proper legal entity and invoice delivery email address. - this email box is unmonitored, send your invoice questions to AP.Inquiries@alcon.com • If they must be mailed, invoices can be sent to Accounts Payable (AP) also via mail. Please be sure to reference the Purchase Order for the correct legal entity and related mailing address • Emailed invoice submissions will process faster than mailed invoices.
8. Is there any additional guidance I should use when submitting invoices via email?	<ul style="list-style-type: none"> • Invoices should be submitted in one of the following formats: TIFF or PDF • PDFs should be submitted with one PDF per invoice • Emailed invoice submissions will process faster than mailed invoices
9. What can I do to ensure my payment is not delayed?	Please be sure to clearly indicate your Purchase Order number on all invoices and send to the correct address (whether via email or mail). Failure to do so will result in a delay of payment of your invoice.
10. What initiative I can take to help streamline payment process?	Make sure Alcon has already received your most recent W9 as well as banking information. If not complete, please work with your Alcon contact to submit this information.

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11. What will happen if there is an open purchase order when Alcon migrates to SAP?	During cutover to SAP in December, new purchase order numbers will be issued for any open purchase orders. The new PO / old PO mapping will be provided.
12. Who do I contact if I have questions?	<ul style="list-style-type: none">• Reference our Supplier SAP section on the website at www.alcon.com/supplier-information for an overview of the changes, and frequently asked questions• Your Alcon Business contact, your Alcon Buyer, or your Alcon Buyer/Planner
13. What can I do to ensure my payment is not delayed?	Please be sure to clearly indicate your Purchase Order number on all invoices. Failure to do so will result in a delay of payment of your invoice. Transitioning immediately to the new SAP PO number will ensure the fastest payment.
14. How is the payment due date calculated?	<ul style="list-style-type: none">• Payment due date is calculated based on the date the invoice is received by Accounts Payable (AP) in the email box specified on the purchase order.• Mailed invoices will take more time to process than emailed invoices, due to a delayed receipt date.
15. Will new specifications be issued which contain the new part numbers?	No, the specifications will not reference new part numbers, as SAP has the ability to transact with the old or new part numbers as needed.