

Mahajan, Vinay

From: India Communications <india.communications@novartis.com>
Sent: Monday, June 24, 2019 2:38 PM
To: Mahajan, Vinay
Subject: Changes to India Travel and Expense (T&E) contacts



Changes to India Travel and Expense (T&E) contacts

Dear Colleagues,

At T&E, our objective is to improve your travel experience before, during and after travel through a simple, integrated and intuitive service. Streamlined T&E processes and improved efficiencies are key to achieving this objective.

As part of these efforts, **effective June 17**, T&E services for India will be managed from T&E Center of Excellence in Hyderabad.

While the transition will be seamless to you, some of the contact information you have relied on for service support has changed. Please make a note of the following updated email addresses and contact names.

Service	Contact Information
Expense Support	New email address: expensesupport.ngschy@novartis.com Please ensure your email inquiry contains the following information in the subject: e.g. <i>INDIA_Expense Report #12345 status for May'19</i>
Other T&E Inquiries	New contact for all legal entities +91 40 67587059
Corporate Credit Card	Corporate Credit Card queries and Credit Card applications: corporatecards.support@novartis.com You can also contact Citi Corporate Card Customer Service: + 0008000508767
Escalation Contacts	Level 1 (After 72 hours submitting request in normal enquiry channel – expensesupport.ngschy@novartis.com) Rupayan Kundu , T&E Manager, Hyderabad rupayan.kundu@novartis.com Level 2 (After 48 hours of Level 1 escalation) Joydeep Pal , NGSC T&E Head, Hyderabad joydeep.pal@novartis.com Level 3 (After 48 hours of L2 escalation) Sumit Wadhwa , Head FRA Ops, Hyderabad sumit.wadhwa@novartis.com

We appreciate your support as we make this transition. The relocation of T&E services is part of a transformation underway in NBS to help reimagine medicine for patients through productivity, innovation and simplification.

Kind regards,

Nishith Vaidya
Head, FSC
India

Joydeep Pal
Head, T&E
NGSC Hyderabad

Sumit Wadhwa
Head, FRA Ops
NGSC
Hyderabad

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