



GENENTECH SUPPLIER FREQUENTLY ASKED QUESTIONS

Updated December, 2023

About the myBuy GEP SMART Portal

Q: What are the benefits of using myBuy GEP SMART for Genentech and Roche suppliers?

A: Using myBuy GEP SMART comes with several benefits for us and for our suppliers.

- [It's easier to do business with us](#). Suppliers will be able to manage supplier profile information, view and acknowledge purchase orders or participate in requests for quote, and create/send documents online
- This digital transformation enables [real-time invoice status monitoring](#), [improved accuracy of orders](#) and [a historical view of transactions](#) with Roche / Genentech
- [There is no cost to you to use myBuy GEP SMART](#)

Q: Will myBuy GEP SMART be used for both Genentech and Roche or only Genentech?

A: Both Genentech and Roche are in the process of transitioning to myBuy GEP SMART. If you work with both companies, you may see orders from both Roche and Genentech in the platform.

Q: Who should register for an account in myBuy GEP SMART?

A: Suppliers may add any individual from their company they wish as a contact in the supplier profile. At a minimum, we recommend including the individual(s) from your company who are involved in order processing and invoicing for items we may purchase from you.

Q: Should multiple people within one company be registered to use myBuy GEP SMART?

A: Yes, if they are actively involved with Genentech or Roche purchase activity, they will need user credentials to be able to log into myBuy GEP SMART.

Q: Is each account registration tied to one individual or an entire company?

A: Each login credential is tied to an individual. Each contact added will have to define their own username and password to access myBuy GEP SMART. We do not recommend sharing credentials.

Q: Should I wait for an invitation from Roche to register?

A: Yes. All suppliers will either directly be invited to the platform in a proactive manner, or you will receive the registration link with the first Purchase Order, or Quick Quote Sourcing Event Notification.

Q: How can I get a registration link?

A: If you have not already received an email with a registration link, please contact GEP Support (support@gep.com) or our P2P Support Team (p2psupport-d@gene.com) and they will send a registration email with the unique link you need to create your user credentials.

Q: How can I delete an account ID and make a new one if needed?

A: Send an email to support@gep.com to delete your ID and then create a new one.

About Your Supplier Profile

Q: What information can I update on my own in my supplier profile?

A: Suppliers can update many elements of their myBuy GEP SMART supplier profile, including:

- **Basic Information** - Upload company logo, update supplier's legal name
- **Certificates** - Upload relevant certificates
- **Diversity Status** - Indicate diversity status
- **Contact Details** - Add new or edit existing company contacts, choose or change primary contact
- **Location Information** - Choose or make changes to ordering manager field, select a default bank account by location
- **Banking Details** - Add or change banking details
- **Marketing Information** - Add or change website and social media information

When requesting changes, keep in mind:

- All changes to your supplier profile start with a change request
- Once a change request is submitted, it will be routed for approval by Roche / Genentech
- No other change requests can be submitted until the initial request has been approved or rejected
- We recommend not submitting large change requests – break them up in sections

Q: What information in my supplier profile has to be updated by Roche / Genentech?

A: Adding or editing location information or type, changes to your legal company name and identification details, payment terms must be requested from Roche / Genentech. Visit the [Genentech website](#) for contact details. Additionally, please don't make any changes to the transaction type or engagement model section.

Q: What is the role of a “Primary Contact”?

A: The Primary Contact is the one point of contact who will be notified for all actions connected to the company profile. This means they will receive all myBuy GEP SMART email and PO notifications (if an Ordering Manager has not been set up) from Roche / Genentech. You can designate the Primary Contact in your supplier profile.

Q: How can I determine who is defined as our company’s Primary Contact?

A: The current Primary Contact is shown with a blue icon next to the contact name. If you want the PO notifications to go to someone else you can mark that individual as the ordering manager. You can also set up a contact with a group email address, and designate that group as the Primary Contact.

Q: How many ordering managers can I designate for each location?

A: You will be able to designate one ordering manager for each of your locations. The ordering manager is the one person responsible for all aspects of order processing for the assigned location. If more than one person at a location needs to receive order notifications, a general email address can be used that all of those people have access to.

Q: Are the contacts in my Supplier Profile used only for billing purposes?

A: It is possible to define both billing and ordering contacts (e.g. individuals who handle contracts or responding to RFPs) within your myBuy GEP SMART supplier profile. You will need to send a registration email to any newly added contacts so that they can use the unique link to set up their own user credentials.

Q: Can I delete a contact from my supplier profile?

A: Yes, it is okay to delete a contact from your supplier profile. However, if they are designated as your Primary Contact, you will first need to define a new Primary Contact before you can delete them.

Q: Is there any delegation opportunity for primary contact or ordering manager? Can I delegate to any other registered contact?

A: There is not a way to initiate a delegation of contacts if someone who is currently identified as the primary contact for your company or an ordering manager for a specific location. You would need to initiate a change request and make the change to the profile. Then, initiate another change request to return to the original contacts set prior to the change.

About Purchase Orders & Invoicing

Q: Why don’t I see the Purchasing module?

A: The Purchasing module only becomes visible in the myBuy GEP SMART portal once Genentech places an order with your company. When you receive that first order, you’ll see the Purchasing module at the top of the screen.

Q: Which individual(s) will be contacted when an order is placed?

A: Currently, the myBuy GEP SMART system will send orders to the Primary Contact if an Ordering Manager has not been selected. Ordering Managers are set up by location. When an Ordering Manager is selected for a location, he or she will receive order notifications. Please only select one Ordering Manager per location

Q: How will I recognize if an order has been sent to me using myBuy GEP SMART?

A: All orders generated in the new portal will begin with the letter “P” and are followed by nine numbers. For example, P000123456

Q: If I need to create a change request on an order I received in a system other than myBuy GEP SMART, how should I proceed?

A: Since the order was received from a legacy system, please follow whatever steps / process you have been to create and submit that change request. If you receive an order in myBuy GEP SMART that needs a change request, see the quick help guide on how to create a change request (available on roche.com).

Q: If an invoice is rejected by Genentech, will I be notified?

A: Yes, you will receive a notification if there is a problem with an invoice you submit for payment so that you can correct the issue.

Q: Will outstanding orders automatically be transferred to the new myBuy GEP SMART system?

A: No, existing orders will not automatically be transferred to myBuy GEP SMART. Eligible purchase orders will be migrated from our legacy system to myBuy GEP SMART in May 2023.

Q: Do I have to acknowledge an order to be able to create and submit an invoice in myBuy GEP SMART?

A: Yes, you will have to acknowledge the order before you can create an invoice from that order. The status must be in *Supplier Acknowledged* status.

Q: Can invoices for non-PO activities such as educational grants be processed using myBuy GEP SMART?

A: We are not currently able to accept non-PO invoices using the myBuy GEP SMART portal. These should be submitted via email or postal mail.

Q: How are EDI/cXML transactions presented in the portal?

A: If an integrated vendor logs in to see the documents transacted through cXML, they will look the same as portal PO and invoices.

Q: Will shifting to myBuy GEP SMART impact our negotiated payment terms?

A: Payment terms are negotiated at the master agreement, SOW, or contract level. Invoices will continue to be paid according to the terms negotiated.

Q: With the move to myBuy GEP SMART, will anything change regarding how I am paid by Genentech?

A: No. Whichever payment method currently being used to pay you will remain in place. There is no change with myBuy.

Q: Will I receive an email when an invoice is submitted or accepted?

A: No, you will not receive an email notification. Rather, you will be able to see the status of your invoices on the portal. The only instance when an email will be sent is if Genentech or Roche cancels or returns an invoice.

Q: When will invoices get paid?

A: Invoices are paid according to the terms negotiated with your company and are based on the date the invoice is submitted in myBuy GEP SMART, not the date that the supplier may enter as the date of their invoice, or the date that may be on any attachment they include.

Q: Is invoice status shown in real time or does it get refreshed periodically?

A: Invoice status is updated in real time; however, any remittance details are updated once per day.

Q: Do suppliers need to provide a PDF of each invoice for it to be processed properly?

A: Yes. You should attach a copy of your company-generated invoice to the eInvoice you submit through the portal. You can also add comments or additional attachments (such as timesheets) that can help the Buyer review and approve your invoice for payment.

Q: Will online capture still be a viable way to submit invoices?

A: Yes. Online capture will continue to be available even after myBuy GEP SMART is fully rolled out by Genentech. As a reminder, if you choose to submit invoices via online capture, do not also submit them via myBuy GEP SMART. Our ERP system will recognize that as a duplicate invoice scenario, and processing will be delayed while the issue is resolved.

Q: Will I be able to download a full list of all invoices in the portal with the statuses?

A: Yes. From the Invoice module dashboard, click the Export icon.

Purchase Order Migration

Q: When eligible purchase orders are migrated from the legacy system to myBuy, will it be the total amount or the remaining balance that is migrated?

A: The remaining balance was migrated.

Q: Will the purchase order number change?

A: Yes, there is a different numbering scheme used by myBuy GEP SMART. myBuy GEP SMART orders start with a P, followed by a series of numbers. For example, P00001234. Change orders will have additional numbers after the purchase order number (for example, -001 or -002). Migrated purchase orders will have a reference to the old order number in the Order Name field.

Q: What, if any, system notifications were triggered by the migration?

A: No, there should be no system notifications that were triggered by the migration.

Q: How do I submit invoices against a migrated purchase order?

A: You can continue to submit invoices via:

- Postal mail - PO Box 50416, Indianapolis, IN 46250, United States
- Email - gne.invoicesubmit@roche.com

Q: What if I submit an invoice with the old purchase order number? Will it be rejected?

A: If you submit an invoice via postal mail or email using the old purchase order number, the invoice will not be rejected. The Accounts Payable Team will post the invoice to the new purchase order number.

Q: If I don't use myBuy GEP SMART, how can I find the new purchase order number and the remaining balance?

A: Because you can continue submitting invoices against the old purchase order number, there is no need to know the new number. If you have questions about the remaining balance on a purchase order, reach out to our Procure to Pay (P2P) Support Team at p2psupport-d@gene.com.

Q: Where can I go with questions about migrated purchase orders?

A: Contact the Procure to Pay (P2P) Support Team at p2psupport-d@gene.com.

Additional Training Tools & Resources

Q: Where can I find materials shared during supplier training sessions?

A: You can find the myBuy GEP SMART user guide and a series of quick help guides on how to complete common tasks in the portal on roche.com.

Q: Where can I learn more about using the new portal?

A: More information about myBuy GEP SMART can be found on gene.com.