Customer How-to Guide:

Genentech Direct Returns

Quick Links:

Getting Started

You can always find Genentech Direct Returns at the following URL:

www.genentechdirect.com/returns

We recommend that you bookmark this page for easier access.

LOGGING IN

You may have received an email requesting you to reset your password. You must use this email to reset your password before accessing Genentech Direct Returns for the first time.

1. Type your email address into the "USERID" field
2. Type your password into the "PASSWORD" field

   Note: If you forgot your password, click the "Forgot Password?" link below the "Log In" button. For more detailed instructions, please see the next section of this user guide.
3. Click the "Log In" button.

FORGOT PASSWORD / RESET PASSWORD

If you forgot your password, you can reset it.

1. From the login page, click the "Forgot Password?" link

2. Type your Email Address into the "EMAIL ADDRESS" field

3. Click "Reset Password"
4. Check your email inbox for an email message with a subject line of "Forgotten Password" If you do not see one, check your Spam filter. It may take up to 5 minutes to receive this email.
5. Within the email, update your password by clicking "To update your password please click here"

Genentech
A Member of the Roche Group

Dear Luke Armstrong,

You're almost done. To update your password please click here

Please note: For security purposes this email will expire within 30 minutes. Please update your password within 30 minutes of requesting the password update.

If the link has already expired, please request an update to your password again here: Request a password update

If you have any questions or need additional support please contact Genentech Customer Service at 800-551-2231 Monday-Friday 9 am- 8pm EST.

Best Regards

Genentech Customer Service

If you are attempting to reset your password more than 30 minutes after receiving this email, please repeat steps 1-5.

6. Type a new password into the "NEW PASSWORD" field

   Note: Passwords must be at least eight (8) characters long and contain at least one (1) upper case letter, at least one (1) lower case letter, and at least one (1) numerical digit.

   Your password must NOT: contain a portion of the username (UserID) longer than four (4) characters, contain the same character consecutively more than four (4) times, contain the word "Roche", "Chugai" or "Genentech" or the name of any other Roche-owned legal entity.

7. Retype the same new password into the "CONFIRM PASSWORD" field
8. Click "UPDATE"

NAVIGATION / GETTING AROUND

In the blue header bar, there are some useful links to help get you to where you need to go.

The "**Return Goods Policy**" link will take you to Genentech's Return Goods Policy webpage, where you can learn more about returns program eligibility, guidelines, product-specific rules, and timelines. You can also find the latest version of Genentech's Return Goods Policy.

The "**Contacts**" link will take you to Genentech's Customer Service webpage, where you can find the Customer Service phone number and hours of operation, alerts, and support resources for product questions, issues, and returns.

The "**Returns**" link will take you to the home page of Genentech Direct Returns, where you can find the Spoilage and Expired Returns forms:

Spoilage Form

FILLING OUT THE FORM

1. From the Returns page, click "Spoiled Product"
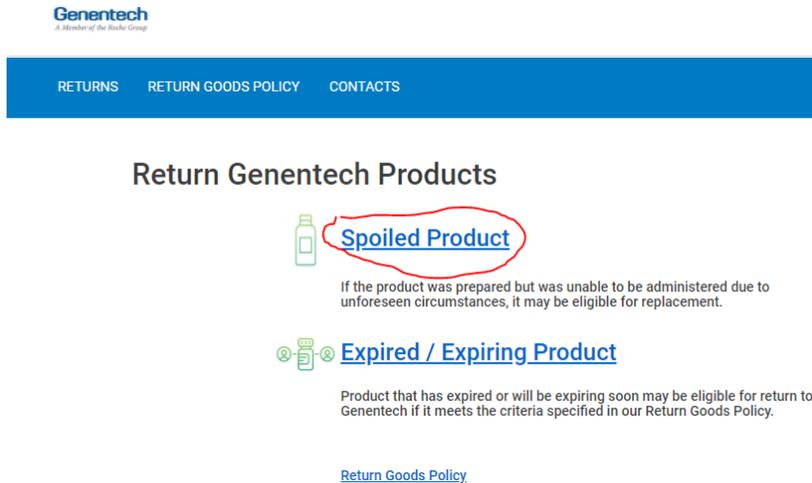
2. After reading the Spoilage Program Guidelines, scroll down and click "CONTINUE"
3. **If the spoiled product was ordered through the Genentech Patient Foundation or Starter Program,** please contact the Genentech Patient Foundation at (888) 941-3331. If you select "Yes" to the "Was the spoiled product ordered from Genentech Patient Foundation?" question, you will be redirected to the Genentech Patient Foundation website. If you selected "Yes" by mistake and were redirected to the Genentech Patient Foundation website, you can click "Back" in your internet browser to get back to the Spoilage form.

   If the spoiled product was *not* ordered through the Genentech Patient Foundation or Starter Program, select "No" and click "CONTINUE"
4. Select the radio button option that best describes the Spoilage incident. More information can be found in the following sections.

For Activase (alteplase) and/or TNKase (tenecteplase) [LYTICS]

This version of the Spoilage form is for spoilage incidents involving Activase (alteplase) and TNKase (tenecteplase).

5. Select the first radio button for the "Is this request…?" field

Is this request… ?
- ⦿ For Activase (alteplase) and/or TNKase (tenecteplase)
- ◯ For self-administered products (spoilage by the patient)
- ◯ Due to cold storage failure or catastrophic event
- ◯ Something else (All other Genentech products)

CONTINUE

6. Click "CONTINUE"
7. Select an option for "Ship-to Address." If your spoilage request is approved, is where your replacement product will be shipped.
8. Fill out all required fields, which are marked with a red asterisk. The "Facility Reference #" field is optional, and may be used for an internal reference number.
9. When selecting products in the "Select Product(s)" field, you can click the blue plus sign to add a new line. The minus sign can be used to remove a line.

Select Product(s) *

Product*	Quantity*	Lot #*	Serial #	Product intended to be used*	
ACTIVASE 100 MG VIAL	1	XXXXX		ACUTE ISCHEMIC STROK	+
					−

10. After filling out all required fields, click "CONTINUE SUBMISSION"
11. Review your responses to ensure that the details of your request are correct. Then, scroll down to the "Terms and Conditions" section. After thoroughly reading the Terms and Conditions, fill out all of the required fields.

Congratulations! You successfully submitted your Spoilage request. You will receive a confirmation email within 1-2 minutes of submitting your request. Your request will be reviewed by the Genentech Customer Service team within 2 business days.

After submitting your Spoilage request, you can view the details of your request by clicking "You can view your request here."

For self-administered products (spoilage by the patient)

This version of the Spoilage form is for spoilage incidents caused by a patient and involving self-administered products. Examples of patient-caused spoilage incidents include patients dropping or mishandling the product, or improperly storing the product.

5. Select the second radio button for the "Is this request...?" field

6. Click "CONTINUE"
7. Select an option for "Ship-to Address." If your spoilage request is approved, is where your replacement product will be shipped.
8. Fill out all required fields, which are marked with a red asterisk. The "Pharmacy Reference" field is required, and may be used for an internal reference number or an encrypted Patient ID.
9. When selecting products in the "Select Product(s)" field, you can click the blue plus sign to add a new line. The minus sign can be used to remove a line.

10. After filling out all required fields, click "CONTINUE SUBMISSION"
11. Review your responses to ensure that the details of your request are correct. Then, scroll down to the "Terms and Conditions'' section. After thoroughly reading the Terms and Conditions, fill out all of the required fields.

Congratulations! You successfully submitted your Spoilage request. You will receive a confirmation email within 1-2 minutes of submitting your request. Your request will be reviewed by the Genentech Customer Service team within 2 business days.

After submitting your Spoilage request, you can view the details of your request by clicking "You can view your request here."

Due to cold storage failure or catastrophic event

This version of the Spoilage form is for cold storage unit failures and catastrophic events (i.e. a hurricane, flood, or other natural disaster).

5. Select the third radio button for the "Is this request...?" field

Is this request... ?
- ○ For Activase (alteplase) and/or TNKase (tenecteplase)
- ○ For self-administered products (spoilage by the patient)
- ● Due to cold storage failure or catastrophic event
- ○ Something else (All other Genentech products)

CONTINUE

6. Click "CONTINUE"
7. Select an option for "Ship-to Address." If your spoilage request is approved, is where your replacement product will be shipped.
8. Fill out all required fields, which are marked with a red asterisk.
9. When selecting products in the "Select Product(s)" field, you can click the blue plus sign to add a new line. The minus sign can be used to remove a line.

Select Product(s)*

Product *	Quantity *	Lot # *	Serial #	
HEMLIBRA 60MG/0.4ML SC VIAL	1	12345		⊕
				⊖

10. After filling out all required fields, click "CONTINUE SUBMISSION"
11. Review your responses to ensure that the details of your request are correct. Then, scroll down to the "Terms and Conditions'' section. After thoroughly reading the Terms and Conditions, fill out all of the required fields.

Congratulations! You successfully submitted your Spoilage request. You will receive a confirmation email within 1-2 minutes of submitting your request. Your request will be reviewed by the Genentech Customer Service team within 2 business days.

After submitting your Spoilage request, you can view the details of your request by clicking "You can view your request here."

Something else (All other Genentech products)

This version of the Spoilage form is for all other spoilage scenarios. If your spoiled product ***does not*** meet any of the following conditions, this version of the form is for you.

- The spoiled product is either Activase (alteplase) or TNKase (tenecteplase)
- The spoilage incident happened while the product was in the patient's possession, and was intended to be self-administered by the patient
- The spoilage incident involved a cold storage unit failure or a catastrophic event (i.e. a hurricane, flood, or other natural disaster)

5. Select the fourth radio button for the "Is this request…?" field

Is this request… ?
○ For Activase (alteplase) and/or TNKase (tenecteplase)
○ For self-administered products (spoilage by the patient)
○ Due to cold storage failure or catastrophic event
● Something else (All other Genentech products)

<div align="center">

CONTINUE

</div>

6. Click "CONTINUE"

7. Select an option for "Physician Address." If you are not seeing If your spoilage request is approved, is where your replacement product will be shipped.

   If you want to add a new Physician and/or Address, click the "ADD NEW if physician doesn't exist in dropdown" link.

Facility Name:	ChristianaCare
Physician Address*	PLEASE SELECT ADDRESS
Street2 Address (optional):	

   ADD NEW if physician doesn't exist in dropdown

   Make sure to fill out all required fields.
8. After selecting an option for "Physician Address," click "NEXT"
9. Fill out all required fields, which are marked with a red asterisk.
10. When selecting products in the "Select Product(s)" field, you can click the blue plus sign to add a new line. The minus sign can be used to remove a line.

   Select Product(s)*

Product *	Quantity *	Lot # *	Serial #	
HEMLIBRA 60MG/0.4ML SC VIAL	1	12345		+

Product *	Quantity *	Lot # *	Serial #	
				-

11. After filling out all required fields, click "CONTINUE SUBMISSION"
12. Review your responses to ensure that the details of your request are correct. Then, scroll down to the "Terms and Conditions'' section. After thoroughly reading the Terms and Conditions, fill out all of the required fields.

Congratulations! You successfully submitted your Spoilage request. You will receive a confirmation email within 1-2 minutes of submitting your request. Your request will be reviewed by the Genentech Customer Service team within 2 business days.

After submitting your Spoilage request, you can view the details of your request by clicking "You can view your request here."

STATUSES

This section covers the Spoilage request statuses you will see in Genentech Direct Returns, and how to interpret them.

Request Submitted	Your Spoilage Request has been successfully submitted, and is awaiting review by Genentech's Customer Service team.
Draft	Your Spoilage Request was saved as a draft, and has yet to be submitted for review.
Denied	Your Spoilage Request was denied.
RA Sent	A Return Authorization (RA) was sent to you via email, which you must use to return your Spoiled product to Genentech's 3rd party returns vendor. You can download the Return Authorization in the Return Order Details page of the Spoilage Request.
COD Sent	A link to a Certificate of Destruction (COD) form was sent to you via email, which you must complete before your replacement product can be sent. You can also find a link to this Certificate of Destruction in the Return Order Details page of the Spoilage Request.
Signed COD Form	Your Certificate of Destruction (COD) has been signed
Replacement Approved	Your Spoilage Request has been approved, and replacement product will be sent to you shortly.
Shipped	Your replacement product has been shipped.

Expired Return Form

You can use this form to return product that has expired or will be expiring soon. If you are unsure whether or not your product is eligible for return under Genentech's expired return program, you can refer to [Genentech's Return Goods Policy.](#) Links to the policy are also available within Genentech Direct Returns.

FILLING OUT THE FORM

In order to return expired products, you

1. From the Returns page, click "Expired / Expiring Product"

2. Select an option from the "Ship From" field
3. Select an option from the "Wholesaler (Remit To)" field. Once you make a selection, address options for that Wholesaler will appear in the "Wholesaler Address" field
4. Select an option from the "Wholesaler Address" field. You should select the address from which you purchased the product you are returning
5. The Debit Memo Number field is optional, and you may leave it blank. If you do, the system will automatically generate a Debit Memo Number for you. If you prefer, you can type your own Debit Memo Number with a maximum of 35 characters into this field.
6. Click "CHOOSE FILE." Upload a document listing the products you are returning, including NDC, Lot #, and Expiration date. You can upload a document in the following file formats: .docx, .xlsx, .xls, .png, .jpeg, .jpg
7. Click "SUBMIT"

Congratulations! You successfully submitted your Expired Return request. You will receive a confirmation email within 1-2 minutes of submitting your request. After that, you will receive an additional email, which will contain instructions and the documents you will need to return your product.

To access your return documents immediately, simply click "You can view your request here." If your return documents are available,

After submitting your Expired Return request, you can view the details of your request by clicking "You can view your request here."

STATUSES

This section covers the Expired Return request statuses you will see in Genentech Direct Returns, and how to interpret them.

In Progress	Your Expired Return request has been submitted, and the system is in the process of generating your return documents.
RA Sent	Your Return Authorization document has been generated and sent to you via email. You can also access your return documents in the Return Order Details page of your Expired Return request.

Return Order History

You can view a history of all Spoilage and Expired return requests that have been submitted for your account on the Return Order History page.

VIEW RETURN ORDER HISTORY

1. From any page in Genentech Direct Returns, click "**MY ACCOUNT**"
2. Click "Returns Order History"

On the Return Order History page, you will see all of the Spoilage and Expired return requests that have been submitted for your account via Genentech Direct Returns. Note that this list will not include Spoilage and Expired return requests that were submitted via spoilage.gene.com or Inmar's HRM portal.

Search for a Specific Return Request

Use the "**ORDER SEARCH**" field to search for a specific request. Type the Confirmation # of a Spoilage or Expired Return request, then click "**SEARCH**"

To reset your search parameters and view all requests, click "**RESET**"

Search by Date Range

To search for requests submitted within a specific date range, use the "**DATE FROM**" and "**DATE TO**" fields.

To search for requests submitted on a specific date, enter the same date into the "**DATE FROM**" and "**DATE TO**" fields. For example, if you want to search for requests submitted on 05/01/2021, type "05/01/2021" into the "**DATE FROM**" and "**DATE TO**" fields. Then, click "**SEARCH**"

To reset your search parameters and view all requests, click "**RESET**"

Sort Columns

Each column in the Return Order History page is sortable. To sort a specific column, simply click on the column label.

For example, to sort the "**DATE PLACED**" column, click on the column label. When the triangle is pointing downward, the requests are being sorted in descending order, showing the newest requests first:

DATE PLACED ▼
Apr 16, 2021 08:47
Apr 16, 2021 08:40
Apr 16, 2021 08:13
Apr 15, 2021 20:05
Apr 15, 2021 19:55

When the triangle is pointing upward, the requests are being sorted in ascending order, showing the oldest requests first:

DATE PLACED ▲
Apr 12, 2021 10:35
Apr 12, 2021 10:42
Apr 12, 2021 10:47
Apr 12, 2021 10:59
Apr 12, 2021 13:22
Apr 12, 2021 13:42
Apr 12, 2021 13:53

Account Management

Within your Genentech Direct Returns account, you can add or remove users. By adding a user to your account, that user will be able to submit Spoilage and Expired Return requests and view the Return Order History page.

ADD NEW USER

1. From any page in Genentech Direct Returns, click "**MY COMPANY**"
2. Click "**Users**"
3. Click "**Add New**"
4. All fields are required.
5. By default, the "B2B CUSTOMER" role will be selected. This grants the user access to the account, and grants the ability to submit Spoilage and Expired return requests and view the Return Order History page.
   The "B2B ADMINISTRATOR" role grants the ability to add and remove users.
   The "B2B MANAGER" role does not affect users' access. You may ignore this checkbox.
6. After you've filled out each field and selected the appropriate roles, click "**SAVE**"

DISABLE USER

As an Administrator for your account, you can remove users' access to the account.

1. From any page in Genentech Direct Returns, click "**MY COMPANY**"
2. Click "**Users**"
3. Locate the user you want to disable. Click on the user's name.
4. Click "**DISABLE USER**"
5. To confirm, click "**DISABLE**"

RESET PASSWORD

As an Administrator for your account, you can reset your own password and reset other users' passwords.

1. From any page in Genentech Direct Returns, click "**MY COMPANY**"
2. Click "**Users**"

3. Locate the user whose password you would like to reset. If you want to reset your own password, locate your own name. Click on the user's name.
4. Click "**RESET PASSWORD**"
5. A password reset link has been sent to the user's email address.