

Doing business with Genentech

A small guide for
suppliers

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Introduction

Welcome to Doing Business with Roche, Genentech. The following guide was designed to help you, the supplier, navigate through Genentech procurement & payment processes and where and how to find help for the smooth and correct payments.

Purchase Order

A **purchase order** (PO) is a commercial document and first official offer issued by a buyer to a seller indicating types, quantities, and agreed prices for products or services. It is used to control the purchasing of products and services from external suppliers.

A Genentech Purchase Order will include the following important information:

- Purchase Order Number – generated by our system, always refer to this number on the invoice and when you contact Genentech
- Buyer Name & Email address – Name of Genentech employee who placed the order.
- Item information
 - UOM – Unit of Measure of the goods or service
 - Item description – Description of goods or service that we ordered from you
 - Unit price – Net value of 1 item or service without discount
 - Supplier Item ID – Supplier part number provided by you
 - Total Order Amount – Total value of the order containing VAT
- Item Tax % – Applied VAT Percentage and total value of VAT

Make sure that you always ask your Genentech contact to provide you with an approved Purchase Order number before you commence provision of any goods or services. When the Purchase Order is created, a copy will be sent to the email address that we have recorded for you.

Note: All Genentech Purchase Orders are automatically generated by our system and have the same template.



PO Example:

Genentech
A Member of the Roche Group
1 DNA Way
South San Francisco, CA 94080
(650) 225-1000

PURCHASE ORDER - ORIGINAL
4002368209
Number of Line Items: 1

DATE	PAYMENT TERMS	SHIP VIA	FREIGHT	PO NUMBER	Revision
09/09/2019	60 days net	N/A	Free Carrier Factory	4002368209*	0

*THIS PURCHASE ORDER NUMBER AND LINE ITEM NUMBER MUST BE SHOWN ON ALL INVOICES, SHIPPING LABELS, PACKING LISTS, BILLS OF LADING AND CORRESPONDENCE. FAILURE IN COMPLIANCE WILL RESULT IN DELAYED PAYMENT. INCORRECT PRICING MAY RESULT IN RETURNED INVOICES. FOR DISCREPANCIES, CONTACT BUYER.

Unless previously negotiated shipping terms exist, refer to the Genentech routing guide at <http://www.gene.com/about-us/suppliers/transportation-instructions> for shipping options. Reference the Genentech Purchase Order on ALL shipping documents

Genentech requires that Supplier Invoices/Import Documents for imported or international shipments must contain: Detailed Description of the Merchandise, Accurate Value reported based on full P.O. value, Country of Origin, Genentech Purchase Order Number. For Chemicals the following information must be supplied: Chemical Name (Correct = Benzoic Acid, Incorrect = Organic Chemical), CAS Number (if applicable), Intended Use, Functional Group (e.g. Acid, Alcohol, Ether, etc), Structure & Synthesis. For additional information refer to: <http://www.gene.com/about-us/suppliers/for-current-suppliers/import-requirements>.

Direct any questions about this requirement to Genentech's Trade Department at importops-d@gene.com

SELLER:

Name:
Address:

REQUESTOR / BUYER CONTACT

Requestor: [Redacted]
Phone : 650-[Redacted]
Buyer: [Redacted]
MS: [Redacted]@ROCHE.CO
M
Phone: 650-[Redacted]

NOTES TO SUPPLIER

FOR PAYMENT, MAIL INVOICES TO:

Genentech, Inc.
PO Box 4354
Portland, OR 97208-4354
Or Email:
8882139185@onlinecapturecenter.com

LINE #	PART #	DESCRIPTION	QTY	ORDER PRICE UNIT	UNIT PRICE	CUR	TAX	EXTENDED AMOUNT
00001		Racks to mount Hoses for Cleaning	3.000	1 EA	13859.00	USD	Y	43993.66
		<p>***Qualified for CA Partial tax exemption</p> <p>DELIVERY DATE 09/12/2019</p> <p>SHIP TO LOCATION Genentech 501 DNA Way Building: 6 Room: 63230-15 South San Francisco CA 94080 US</p> <p>NOTES TO SUPPLIER</p>						

PURCHASE ORDER SUMMARY

TAXABLE AMOUNT	41,577.00
TAX	2,416.66
TAXABLE TOTAL	43,993.66
NON-TAXABLE TOTAL	
ORDER TOTAL	43,993.66

Partial Tax Exemption (In California only)

At Genentech it is our goal to deliver sustainable value to directly support our growing pipeline and future product launches. A new California state law allows for a partial tax exemption on certain equipment purchases.

1. For Manufacturing, Processing, Refining, Fabricating, or Recycling.
2. For Research and Development;
3. To Maintain, Repair, Measure, or Test any property being used for (1) or (2) above; or
4. As a special purpose Building and/or Foundation.

If your company provides such equipment it is critical that you comply with the new Partial Sales Tax Exemption Law. An effective way to ensure you calculate and record the correct Sales Tax onto your invoice is to create a separate internal account number (create an internal number for each of our California sites which you will assign by ship to location to ensure the sales tax rate is correct for each site) which you use exclusively for orders that qualify for the California Partial Sales Tax Exemption program. Following is the original and tax exempt tax rate at Genentech’s three California locations:

<u>Location</u>	<u>Current Sales Tax</u>	<u>Minus</u>	<u>California Sales Tax Exemption Percent</u>	<u>Equals</u>	<u>New Sales Tax (for qualified orders)</u>
South San Francisco	9.75%	-	3.9375%	=	5.81%
Vacaville	8.13%	-	3.9375%	=	4.19%
Oceanside	8.25%	-	3.9375%	=	4.31%
Dixon	7.38%	-	3.9375%	=	3.44%

Note: Our purchase order for qualified equipment will have the correct sales tax pre-calculated, and, will have the following message in the header and line text for all line items that qualify “Attention AR Department – This PO qualifies for the California Partial Sales Tax Exemption”.

As a result of the partial exemption for qualified equipment purchases you are required (at the state level) to reduce the sales tax (charged and collected by you) by 3.9375% when invoicing Genentech for qualifying purchases.

Invoicing

What content does an invoice need to have?

An acceptable invoice should include the following components

- Vendor Name
- Vendor Invoice Number
- Vendor Invoice Date
- Genentech as the Bill To company
 - Genentech, Inc.
PO Box 4354
Portland, OR 97208-4354
- Payment terms
- Discounts
- Genentech PO number
- Include Genentech business partner contact if no PO is supplied
- Remit address
- Detail summary for charges, and amount of charges
- Item/service description (must match the PO, if applicable)
- Quantity ordered (must match the PO, if applicable)
- Unit of measure (must match the PO, if applicable)
- Prices and total cost for each product/service (must match the PO, if applicable)
 - Currency must match the PO

P2P Support: p2psupport-d@gene.com or phone call 650-467-0810

Tricks & Tips

- Please make sure that you submit your invoices as a PDF format, as the Online Capture Center can only process this (Word Files and Excel files can be edited so they cannot be processed)
- You can submit more than one invoice, but please make sure to attach all of the invoice copies within a different PDF file (if you upload one mass PDF invoice file with more than one invoice copies the OCC will just upload the first invoice or nothing)
- Make sure that the invoice copy indicates an invoice reference number (in case of missing reference number the invoice may not be captured)
- Make sure to use different invoice reference numbers for your invoices
 - If the same vendor already submitted an invoice with a same invoice reference number it won't be captured (new invoices with the same ref numbers won't overwrite the previously uploaded ones)
- If you need update of the status of your invoices, please contact P2P Support
 - They may require an editable excel spreadsheet with the list of your invoices as a statement of account.

How to submit an invoice?

1. Please submit your invoice as a pdf file by sending an email to our Online Capture Center (Invoice processing system):
8882139185@onlinecapturecenter.com
2. Please note that this is a semi-automatic system so you shall receive a confirmation email within a few minutes after your invoice has been submitted.
3. As it is noted in the confirmation email, your invoice will be processed within 2-3 business days. P2P Support can provide you the payment date of your requested invoice after it was updated in our system.

Invoice rejections

Genentech Accounts Payable team will reject your invoice in the system if the following occurs indicated on the sheet.

Rejection Reason	Definition (the invoice will be rejected if)	Update the vendor about the rejection?
PO is missing	Purchase Order number is not populated on the invoice, while supplier received a PO.	Yes
Invalid PO	If the PO number on the invoice is invalid (doesn't exist / it has extra or less digits / it belongs to another supplier)	Yes
Multiple PO numbers	If there're multiple PO numbers on the invoice.	Yes
Remittance Data information missing	If the supplier's remittance data is missing or not complete. E.g.: address, bank account, fed tax id	Yes
Currency missing - currency sign or code (\$, USD, EUR etc.)	If the currency code or sign is missing on the invoice or if there's multiple currencies listed	Yes
Incorrect scanned invoice image	Missing pages, invoice quality issue , blurry, unreadable etc.	Yes
Multiple invoice images in one file	Invoice processing system should separate the invoices even if they receive it in one file.	Yes
The invoice breakdown is not matching with the total amount	Incorrect charges included on the invoice	Yes
Pro-forma invoice, pre-invoice, invoice estimate	These type of documents cannot be processed and paid as they are not actual invoices	No
Bill to address missing	If there's no bill to address on the invoice	Yes
Invoice misdirected to wrong organization	The invoice has been inappropriately submitted to Genentech while not Genentech is the bill to on the invoice	Yes

Vendor Data information changes

As a vendor you may seek to make amendments to your details which are held on file by Genentech. These details may include Company Name, Company Address, Email Address, Phone Number or Bank Account Details. It is vital that you inform Genentech immediately of any changes to the above details. Failure to do so will inevitably result in delayed payment of your invoices. This is particularly important for your Company's bank account details. All requests to make amendments to your Company's details must be submitted in an email to the P2P Support team and must detail:

- 'old' details
- 'new' details
- Contact name - Financial Controller / Accounts Manager

You will also have to fill out an amended Supplier Information packet (W9 + Electronic payment form). Changes to your details take up to a few business days (e-mail, address, company name etc.) from receipt of a valid request.

P2P Support: p2psupport-d@gene.com or phone call 650-467-0810

FAQs for current suppliers

If you are interested for more questions please kindly visit the below website.

<https://www.gene.com/about-us/suppliers/for-current-suppliers/faqs>

What are your guidelines for goods and services?

The following guidelines apply to all goods and services procured by Roche/Genentech:

- Roche/Genentech requires all suppliers to have an open purchase order with sufficient funds available before any work begins or goods are delivered.
- Roche/Genentech's purchase order terms and conditions apply to all goods and services procured by Roche/Genentech unless previously established by a pre-existing contract between Roche/Genentech and the supplier.
- When required by Roche/Genentech, a signed agreement/contract must be returned to Roche/Genentech before a PO will be issued and work can begin.
- Roche/Genentech only pays for materials and services specified on the purchase order. Roche/Genentech does not pay for goods shipped in excess of the specified quantity or for work that is not specified on the PO.

Where do I send my invoices for payment?

Mailing address for invoices (unless stated differently in your contract):

Genentech
P.O. Box 4354
Portland, OR 97208-4354

By Email to:

8882139185@onlinecapturecenter.com

Who can I talk if I have questions about my invoices?

Invoice Disputes and Inquiries: please contact Genentech's P2P Support for all invoice and order inquiries at (650) 467-0810 or email questions to p2psupport-d@gene.com.

What payment methods are available other than a check?

Citibank Credit Cards: Roche/Genentech uses Corporate Purchasing Cards to pay for low dollar (\$5K or less) transactions that are not on a Purchase Order. Many departments have purchasing cards that can be used for immediate payment. Our card provider is Citibank

ACH/EFT: As part of Genentech's continuing efforts to improve efficiency, we offer our Automatic Clearing House (ACH) Payment Program. With ACH payments, invoices are paid electronically and no check will be created for your payment.

Benefits to setting up ACH include:

- Posting of deposits to your company bank account sooner. This will eliminate waiting to receive payment in the mail and manually depositing the check at the bank.
- Reducing multi-handling risks. Payment is made directly from our bank to yours, reducing the probability of human intervention error.
- Preventing lost or delayed checks. Payments are made electronically, without the possibility of a check getting lost in the mail.

To participate, complete the Electronic Payment Form, date, sign (electronic signature is acceptable) and return it via fax to 800-229-4041 or email p2psupport-d@gene.com and mark it to the attention of the VA Team.

Please note that your company and bank must be able to accept ACH/EFT or Wire (some banks charge a fee for wires) transactions since the remittance advice is currently sent to the vendor's bank.

When will my invoice be paid?

Invoices will be paid per the established agreement (contract) of net terms or per our standard net 60 terms.

In each instance, the P2P Support team can assist in the resolution of open invoices.

P2P Support: p2psupport-d@gene.com or phone call 650-467-0810