



GENENTECH SUPPLIER FREQUENTLY ASKED QUESTIONS

Updated March 1, 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 [Genentech Supplier Enablement](#) and they will send a registration email with the unique link you need to create your user credentials.

About Your Supplier Profile

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: 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: If I am part of a business that runs multiple entities, will each entity need its own profile in myBuy GEP SMART?

A: You will need to register for each entity, however you will be able to link them all together, so you can see them all in one place.

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, you'd follow [those steps](#).

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: Yes, invoice status is shown in real time and is continually updated.

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.

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.