



myBuy GEP SMART: Answers to Frequently Asked Questions

Roche Pharma and Diagnostics

About the myBuy GEP SMART Portal (for indirect procurement suppliers)

Q: What are the benefits of using myBuy GEP SMART for 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
- [The usage of myBuy GEP SMART is free of charge](#)

Q: Is the usage of myBuy GEP SMART free of charge for all suppliers?

A: Yes, myBuy GEP SMART is free of charge for all suppliers, irrespective of the amount of their yearly electronic document exchange.

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

A: Genentech has already transitioned to myBuy GEP SMART. Roche and its affiliates are in the process of transitioning. If you work with Roche (or any of its affiliates) and Genentech, you may see orders from both Roche and Genentech in the portal.

Q: What is the difference between a direct supplier and an indirect supplier?

A. Direct suppliers provide procurement goods, equipment and services used in the manufacture of Roche products. Indirect suppliers provide everything else Roche may purchase from our suppliers. Suppliers may:

- Provide direct goods and services
- Provide indirect goods and services
- Provide both direct and indirect goods and services

Q: What kinds of procurement is covered by myBuy GEP SMART?

A: The supplier portal is used for [indirect procurement](#) by Roche. Direct materials procurement will continue to occur in other systems. That means suppliers who provide both indirect and direct procurement goods and services may receive POs from multiple platforms. For example, suppliers who provide direct materials will continue to receive POs through SAP / Ariba Network, while indirect goods / services POs would come from myBuy GEP SMART.

Q: Is Roche Diabetes Care also transitioning to myBuy GEP SMART?

A. No, Roche Diabetes care will not transition to myBuy GEP SMART. They will continue using their existing procurement platform.

Q: I am also a Roche Diagnostics customer. Does this new portal change how I place my orders with Roche?

A. No. If you are also a Roche Diagnostics Customer, there is no change to the way you currently place orders with Roche Diagnostics for goods and / or services.

Q: I am a healthcare provider (HCP) or healthcare organization (HCO), participating in Roche sponsored events or investigative studies. Does this portal apply to me?

A. No, the new portal will not apply to you. You can disregard any communications you may receive by clicking *unsubscribe* at the bottom of the email.

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 goods or services Roche 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 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. However, you can also register with a [group email address](#), and each of your colleagues on the distribution list will have access to the same set of login credentials.

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

A: Yes. All suppliers will either be invited by email to register for myBuy GEP SMART, or 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 support@gep.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 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
- 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?

A: Adding or editing location information or type, changes to your legal company name and identification details, payment terms must be requested from Roche. In order to initiate any of these changes, please reach

out to your Roche Buyer Contact. 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 emails and PO notifications (if an Ordering Manager has not been set up) from Roche. 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. Please find the detailed description of the process [here](#).

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

A: Yes, you can 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 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.

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* in the portal?

A: The *Purchasing module* only becomes visible in the myBuy GEP SMART portal once Roche or 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 myBuy GEP SMART 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 previously followed to create and submit that change request. If you receive an order in myBuy GEP SMART that needs a change request, please see the quick help guide on how to create a change request (available on the [dedicated Roche website](#)).

Q: If an invoice is rejected by Roche, 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. You can find a guide on the [Roche webpage](#) which explains what corrective actions are required for each error message you might encounter.

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. Please reach out to your Roche Buyer contact for further details.

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 order 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. Please reach out to the responsible Roche Accounts Payable Team in order to have your non-PO invoice processed manually.

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

A: If an integrated supplier logs in to see the documents transacted through cXML, they will look the same as portal POs 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 Roche?

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

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 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: No, the original invoice is expected to be generated via the myBuy GEP SMART portal. Supporting attachments providing further details on the invoiced service or material can be provided to support the review and approval process of the invoice and with that enable timely payment.

Q: Will I still be able to submit invoices via email or postal mail, rather than through the portal?

A: After myBuy GEP SMART is fully rolled out by the Roche affiliate you are doing business with, you are expected to create and post your invoices through myBuy GEP SMART. If you have trouble uploading your invoices, please contact support@gep.com. Manual invoice processing of PDF documents is possible in exceptional cases only (e.g. supplier cannot upload invoices).

Q: Do I send my company generated invoices via email as well as upload it to the myBuy GEP SMART portal?

A: No. It is sufficient and preferred that you upload your invoices to the myBuy GEP SMART portal. Once submitted electronically, please do not send your invoices via email. 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 will be migrated. If you are registered on myBuy GEP SMART, our supplier portal, you can see the legacy value for each line in the migrated order.

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 can I see the remaining balance on a migrated purchase order?

A: Only the remaining balance will be migrated, so you will see that balance in the Line Total field if you are registered on myBuy GEP SMART.

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

A: You can submit invoices through the myBuy GEP SMART portal.

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. If you submit an invoice against a migrated purchase order in myBuy GEP SMART, you will be creating the invoice against the new purchase order and the new number will be used.

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

A: For further information about your migrated purchase orders, reach out to your Roche order contact.

Additional Training Tools & Resources

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

A: More information about myBuy GEP SMART, along with expectations and information for our suppliers can be found on the [dedicated Roche website](#), where you can also find links to training videos, quick help guides and the myBuy User Guide.