

Customer Service Order Options

Designed to help you place reagent and supply orders to Roche Diagnostics



Customer Service Order Options – Phone Call

Best for Customers...

- Placing smaller orders approximately between 1-15 lines
- Placing orders that need to be processed urgently
- Requiring additional product information before placing the order

Benefits...

- Immediate order entry
- Direct verbal confirmation of the order
- Instant verbal confirmation of any product supply opportunities
- Prompt additional product information

Program Guidelines...

- Phone support provided Monday -Friday 8:00 AM – 6:00 PM ET
- Any customer can utilize this order method

Available Notifications and Transactions...

- Time of call:
 - verbal order acknowledgment at time of call
 - e-mail order acknowledgement
- Time of shipment:
 - e-mail advanced shipment notice
 - access to the order status report in USDiagnostics.roche.com
 - e-mail invoice

What you can expect from us...

During the time of the call, a Customer Service Representative will address any situations affecting the order, including the following:

- Pricing Discrepancy
- Limited Supply or Backordered Product
- Product Conversions
- Short-Dated Product Offerings

Do you prefer to place your order by phone? Here's who you contact...

- Phone support provided Monday -Friday 8:00 AM – 6:00 PM ET
- 1-800-428-5076

Customer Service Order Options – Fax and E-mail

Best for Customers...

- Placing non-urgent orders, as this option may add additional time to delivery.
- Placing any size orders but especially suited for large orders.

Benefits...

- Processed within 24 hours of receipt
- Orders can be submitted at your convenience throughout the day or night
- Email option allows for additional parties to be copied on the submission

Program Guidelines...

- Fax and E-Mail support provided Monday -Friday 8:00 AM – 6:00 PM ET
- Allow 24 hours processing time from receipt
- Any customer can utilize this order method

Available Notifications and Transactions...

- Time of order entry:
 - e-mail order acknowledgement via contact information provided on your purchase order
 - verbal/e-mail communication addressing any situations affecting the order through the contact information provided on your purchase order.
- Time of shipment:
 - e-mail advanced shipment notice
 - access to the order status report in USDiagnostics.roche.com
 - e-mail invoice

What you can expect from us...

During the time of order entry, a Customer Service Representative will address any situations affecting the order through the contact information provided on your purchase order (phone number and/or e-mail). These notifications could include the following:

- Pricing Discrepancy
- Limited Supply or Backordered Product
- Product Conversions
- Short-Dated Product Offerings

Do you prefer to fax or email your orders? Here's who you contact...

- Fax and E-mail support provided Monday -Friday 8:00 AM – 6:00 PM ET
- Fax: 1-800-722-7222
- E-mail: indianapolis.cf2faxes@roche.com

Customer Service Order Options – Electronic Data Interchange (EDI)

Best for Customers...

- Placing non-urgent orders
- Placing any size orders but especially suited for large orders.

Benefits...

- Processed immediately upon receipt
- Increased transfer speed for order placement, order acknowledgement and invoicing
- Improved data integrity
- Reduced manual data-entry errors, discrepancies and misinterpretations
- Improved savings for cost of placing orders, receiving shipments and processing invoices
- Improves real-time order visibility

Program Guidelines...

- Customer must have an EDI connection
- EDI support provided Monday -Friday 8:00 AM – 5:00 PM ET
- Allow 24 hours processing time

Available Notifications and Transactions...

- Time of order entry:
 - e-mail order acknowledgement
 - verbal/e-mail communication addressing any situations affecting the order through the contact information provided on your purchase order.
- Time of shipment:
 - e-mail advanced shipment notice
 - access to the order status report in USDiagnostics.roche.com
 - e-mail invoice

What you can expect from us...

During the time of order entry, a Customer Service Representative will address any situations affecting the order through the contact information provided on your purchase order (phone number and/or e-mail). These notifications could include the following:

- Pricing Discrepancy
- Limited Supply or Backordered Product
- Product Conversions
- Short -Dated Product Offerings

Do you prefer to transact with us via EDI? Here's who you contact...

- EDI support provided Monday -Friday 8:00 AM – 5:00 PM ET
- E-mail: indianapolis.cbscadmin@roche.com

Customer Service Order Options – Standard Schedule Agreement

Best for Customers...

- With an established order pattern
- Little to no changes for order quantities
- With large storage facilities

Benefits...

- Order quantities are already established
- Orders automatically generate and ship to the customer based on pre-defined dates and quantities
- Eliminates the need to place an order each month

Program Guidelines...

- Initial set up needs to be received two weeks prior to first delivery
- Expedited orders will be assessed a freight charge
- Changes must be submitted no later than ten business days before delivery

Available Notifications and Transactions...

- Time of order creation:
 - e-mail order acknowledgement
 - verbal/e-mail communication addressing any situations affecting the order through the contact information provided on your purchase order.
- Time of shipment:
 - e-mail advanced shipment notice
 - access to the order status report in USDiagnostics.roche.com
 - e-mail invoice

What you can expect from us...

During the time of order entry, a Customer Service Representative will address any situations affecting the order through the contact information provided on your purchase order (phone number and/or e-mail). These notifications could include the following:

- Pricing Discrepancy
- Limited Supply or Backordered Product
- Product Conversions
- Short-Dated Product Offerings

Would you like to have your orders set up with a routine schedule for delivery? Here's who you contact...

- E-mail support provided Monday -Friday 8:00 AM – 5:00 PM ET
- E-mail: indianapolis.core_customer_service@roche.com
- Your Account Representative

Customer Service Order Options

Customer Service

Phone

1.800.428.5076

Fax

1.800.722.7222

Customer Support (Technical Support)

Phone

1.800.428.2336 Core Laboratory / Lab Automation

1.800.526.1247 Molecular

1.800.428.4674 Point of Care

1.800.526.2272 Blood Gas / IT Products

1.800.227.2155 Tissue Diagnostics (option 1)

1.800.262.4911 Life Science

1.800.800.5973 **cobas** Liat

Fax

1.866.557.2724