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](http://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
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

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<thead>
<tr>
<th>Customer Service</th>
<th>Customer Support (Technical Support)</th>
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<tbody>
<tr>
<td><strong>Phone</strong></td>
<td><strong>Phone</strong></td>
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<tr>
<td>1.800.428.5076</td>
<td>1.800.428.2336 Core Laboratory / Lab Automation</td>
</tr>
<tr>
<td><strong>Fax</strong></td>
<td>1.800.526.1247 Molecular</td>
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<tr>
<td>1.800.722.7222</td>
<td>1.800.428.4674 Point of Care</td>
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<td></td>
<td>1.800.526.2272 Blood Gas / IT Products</td>
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<td></td>
<td>1.800.227.2155 Tissue Diagnostics (option 1)</td>
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<td></td>
<td>1.800.262.4911 Life Science</td>
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<td>1.800.800.5973 cobas Liat</td>
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<tr>
<td><strong>Fax</strong></td>
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<td>1.866.557.2724</td>
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