



Order Status Email Notifications

What are they and how to sign up!



Order Status Email Notifications

To support our customer's inquiries regarding order status, Roche Diagnostics offers email notifications throughout unique stages of the order fulfillment process. These email notifications are designed to pro-actively inform customers as the order is fulfilled.

Notification types include:

- Order Acknowledgements,
- Advanced Shipment Notices,
- Order Status Reports, and
- Invoices.

Order Acknowledgements

Order Acknowledgements are emailed at the time the order is placed into the Roche system. Standard lead times vary by ordering method and range from immediate receipt or up to 24 hours. They can be sent to multiple recipients and confirm basic order information such as:

- Order Number,
- Customer Number,
- Shipping/Billing Address,
- Products/QTY/Price, and
- Requested Delivery Date (please note, this is not a confirmed date).

The Order Acknowledgement also contains any special notes or comments that the Customer Service Representative may have added to the order when it was placed including information regarding backordered and limited supply materials.

Customer Value

The Order Acknowledgement is an efficient way to know exactly when your order has been processed and it can reduce the need to call to ensure the order was received.

Order Status Email Notifications

Roche Order Acknowledgement 0125193459 Inbox x



DONOTREA <DONOTREA@roche.com>

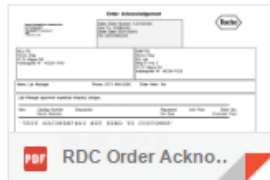
9:46 AM (47 minutes ago) ☆



to me ▾

Thank you for ordering from Roche Diagnostics. An order acknowledgement from your recent order is attached. If you have any questions regarding your order you may send an e-mail to indianapolis.cf2faxes@roche.com. For urgent questions, please call Customer Service at (800) 428-5076.

Roche Diagnostics



Order Acknowledgement



ROCHE DIAGNOSTICS CORPORATION
9115 Hague Road
P.O. Box 50414
Indianapolis, IN 46250-0414
USA
1-800-282-1640

Sales Order Number: 125193459
Sold To: 55080330
Order Date: 05/11/2016
PO: NOTAREALPO

BILL-TO:
Roche Diag
9115 Hague Rd
Indianapolis IN 46256-1045

SHIP-TO:
Roche Diag
Pcr Lab
Bldg B And E
9115 Hague Rd
Indianapolis IN 46256-1025

Name: Lab Manager

Phone: (317) 845-2000

Order Meth: Fax

Lab Manager approved expedited shipping charges.

Item	Catalog Number Roche Material	Description	Requested Del Date	Unit Price	Order Qty Extended Price
0030	04958730160	ROCHE SYSTEMS CFAS TPUC 200 CALIBRATOR	05/12/2016	0.00	1 PC 0.00
0050	03562140190	ELECSYS ACTH CALCHECK		0.00	1 PC 0.00
<p>This item is currently in limited supply. The quantity ordered may not be filled until the approximate availability date below. However, partial quantities may be shipped between now and this date. Please notify the affected users of this product. We apologize for this inconvenience. Approx availability date is 07/28/2016</p>					
0060	05232716001	EXTRACTION PLATE 1.6 ML	05/12/2016	0.00	1 PC 0.00
Total Amount					0.00

Applicable Shipping/Process fee and taxes may apply.

Order Status Email Notifications

Advance Shipment Notifications

Advance Shipment Notifications (ASN) are emailed at the time the order leaves the Roche facility. The ASN can be sent to multiple recipients and provides information about the customer's shipment including;

- Order Number,
- PO Number,
- Lot Numbers, and
- Tracking Information.

Customer Value

The ASN is a timely way to know exactly when an order has shipped and it can reduce the need to call for tracking information.

The screenshot shows an email from DONOTREA <DONOTREA@roche.com> to me, received at 10:01 AM (44 minutes ago). The email content is as follows:

Dear Roche Diag

Your order: 0125193459 for PO: NOTAREALPO has shipped. Below is the tracking information regarding your shipment.

If you have any questions regarding this information, please reply to Email: indianapolis_cf2faxes@roche.com. A representative will reply to your inquiry shortly. For urgent questions, please call Customer Service at (800) 428-5076.

Kind Regards
Roche Diagnostics

Tracking information #:
FEDEX GROUND 1 DAY : [0 1006327159](#)

The email includes a PDF attachment titled 'RDC Cust ASN (P...)' and an embedded 'Advance Shipment Notice' document. The document details the following information:

Advance Shipment Notice

Roche Diagnostics Corporation
3111 Hague Rd
Indianapolis, IN 46256-1025
USA

Sales Order Number: 125193459
Delivery Number: 6230700034
Sold To: 55080230
Order Date: 05/11/2016
PO: NOTAREALPO

SOLD-TO:
Roche Diag
Pcr Lab
Bldg B And E
9115 Hague Rd
Indianapolis IN 46256-1025

SHIP-TO:
Roche Diag
Pcr Lab
Bldg B And E
9115 Hague Rd
Indianapolis IN 46256-1025

Name: Lab Manager Phone: (317) 845-2000

Lab Manager approved expedited shipping charges.

Item	Catalog Number	Roche Material Number	Description	Shipped Qty
0010	03562140190		ELECSYS ACTH CALCHECK	
		Batch No.: 12697001 Expiration Date: 05/31/2017		1PC
0020	05232716001		EXTRACTION PLATE 1.6 ML	
		Batch No.: 15011450 Expiration Date: 09/30/2020		1PC

Tracking Information:
Route: FEDEX GROUND 1 DAY
Tracking No: 1006327159

Important Note

Order Acknowledgments and ASNs are a package offering sent to all customers who have an email address saved on the account and to those customers who provide an email at the time their order is placed.

Order Status Reports

Order Status Reports provide daily visibility to the status of any open orders or product availability holds. These reports can be sent to multiple recipients or accessed online via www.usdiagnostics.roche.com, The Order Status Reports provide a daily snap shot of open orders by customer number. It includes:

- Open Orders,
- Product/QTY Ordered,
- Delivery Date Requested,
- Order Status, and
- Estimated Availability.

Customer Value

The Order Status Report is an effective tool for identifying critical dates and information for products that have not arrived. The report is broken down by order number into the following statuses:

- Pending Shipment,
- Shipped,
- Allocation, and
- Backorder

Customer #:		Ordering Location		Address:	

Sales Order:
 Your PO Number: NO CHARGE ORDER
 Placed: 04/21/2016

Line #:	Material:	Delivery Requested:	Estimated Availability:	Qty Ordered:	Qty Shipped:
These items have shipped recently...					

Tracking Number: 00000046206983509093

Fedex Ground http://www.fedex.com/Tracking?cntry_code=us

260	7102569190	KIT C4800 CT/NG AMP DET 240T V2.0 US-IVD	05/06/2016	#	2.00 PC
270	5235928190	KIT cobas 4800 CT/NG CTL 10 SETS IVD	05/06/2016	#	2.00 PC

These items should ship very shortly...

550	5323991001	Waste Box for MagNA Pure LC 2.0	05/06/2016	#	1.00 PC
560	5324122001	Tip Waste Slide MagNA Pure LC 2.0	05/06/2016	#	1.00 PC

Sales Order:
 Your PO Number:
 Placed: 04/26/2016

Line #:	Material:	Delivery Requested:	Estimated Availability:	Qty Ordered:	Qty Shipped:
We regret that these items are in allocation					

150	11972316122	B-CrossLaps/serum CS Elecsys	04/28/2016	#	2.00 PC
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Order Status Email Notifications

Invoices

Customers can be set up to receive electronic versions of Invoices via email. This must be requested at the time of order entry.

The electronic invoice has the same look and feel as our current invoice but allows the customer the flexibility to receive a copy for their records and ensure that their Accounts Payable department still receives the hard copy.

Customer Value

The electronic version of the Invoice provides the ability for additional customer contacts outside of Accounts Payable department to receive a copy of the invoice.

Roche Invoice 0907295251 Inbox x

DONOTREA <DONOTREA@roche.com> to me 10:02 AM (50 minutes ago)

Dear Customer Thank you for ordering from Roche Diagnostics. Your invoice is attached. If have any questions regarding your order or billing please contact the representative identified in the upper left hand corner of the invoice. Kind Regards,

Roche Diagnostics

ADDRESS INVOICE QUESTIONS TO:
P.O. BOX 50457
INDIANAPOLIS IN 46250-0457
1-800-428-5074
JIM SHOUSE, EXT. 15432
JIM.SHOUSE@ROCHE.COM

INVOICE INVOICE NO.* **907295251**
INVOICE DATE 05/11/2016
PAYER NO. 55190775
SOLD TO NO. 55080330
ORDER NO. 125193459

ORIGINAL

Roche

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R Roche Diag
L 9115 Hague Rd
L Indianapolis IN 46256-1045

R Roche Diag
P Pcr Lab
P Bldg B And E
T 9115 Hague Rd
O Indianapolis IN 46256-1025
USA

CUSTOMER P.O. NOTAREALPO
SOLD TO CONTACT Lab Manager
PHONE (317) 845-2000
PAYMENT TERMS NET 30

DELIVERY NO. 6230700034
SHIPPING DATE 05/11/2016

CATALOG NO./ROCHE MATL NO./DESCRIPTION	UOM	QTY ORDERED	QTY SHIPPED	UNIT PRICE	EXTENDED PRICE	TAX
Catalog No.:03562140190 ELCSYS ACTH CALCHECK LOT: 12697001 EXP: 05/31/2017	PC	1	1	0.00	0.00	0.00
Catalog No.:05232716001 SYNACTHON TABLETS 1.6 MG LOT: 15011450 EXP: 05/30/2020 Lab Manager approved expedited shipping charges.	PC	1	1	0.00	0.00	0.00

GET YOUR INVOICES QUICKLY AND SECURELY VIA EMAIL TODAY!
CONTACT INDIANAPOLIS.CREDITCSC@ROCHE.COM TO GET SET UP NOW!

INVOICE NO.* 907295251	TAXES	0.00
ALL CLAIMS MUST BE WITHIN 10 DAYS	TOTAL	\$ 0.00

ROCHE DIAGNOSTICS CORPORATION
MAIL CODE 5921
PO BOX 660367
DALLAS, TX 75266-0367

Medicare/Medicaid Discount Disclosure Requirements
The prices shown on this invoice is net of discounts known and provided at the time of purchase. If Customer claims reimbursement under Medicare, Medicaid or any other federal or state healthcare program for the goods or services on this invoice, Customer must fully and accurately report any price reduction (including free product) obtained as a part of a warranty, discount, rebate program, or other reduction mechanism, including any discounts or rebates associated with the goods or services on this invoice which are reported by Customer subsequent to the issuance of this invoice, in the applicable reporting manner or claim for payment filed with the applicable government payer agency as required under 42 C.F.R. Section 1001.95.2(b).

FEDERAL TAX ID. 13-2511923 DUNS 001824863

Sign Up Today!

If you would like to receive Order Acknowledgements, ASN or Order Status Reports, send an email to indianapolis.cf2faxes@roche.com including the following information:

- service you would like (Order Acknowledgements/ASN and/or Order Status Reports),
- name of the facility,
- account number, and
- email addresses for all recipients.

Or, visit www.USDiagnostics.roche.com to sign up online.

Please note that once this information is added to the system, the listed email addresses will be sent an Order Acknowledgment and ASN for all orders for that particular account.

Customers will only be sent an Order Status Report if they have been set up to receive it.

To receive Emailed Invoices, send an email to indianapolis.creditcbasc@roche.com and include the following information:

- service you would like (emailed invoices),
- name of the facility,
- payer account number, and
- email addresses for all recipients.

Order Status Email Notifications

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