



Hosted Vendor Ordering Guide

Searching / Ordering / Checkout Procedure

1. Use the Search field to enter a keyword(s) to find an item, or to enter the item number if you know what it is.
2. From the Item Description page, enter the quantity in the **Quantity** field and select from an option the drop down menu: Add to active cart, Add to Favorites, or Add to Draft Cart or Pending PR/PO. Once added, click on **Close**.
3. If you need to add other items, continue searching and adding items to your cart.
4. When all your items have been added to the active cart, you can proceed to check out.

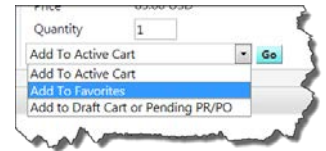
Retrieving a Quote

1. Contact Lisa Williams for quotes.

Lisa Williams, PhD
Reagent Channel Specialist
Cell: 303-518-6399
Email: lisa.williams.lw1@roche.com

Creating / Accessing Favorites

1. Use the Search field to enter a keyword(s) to find an item, or to enter the item number if you know what it is.
2. From the description page, click on the drop down menu and select Add to Favorites.
3. Type a nickname (or keep default name).
4. Select the Destination folder and click **Submit**.
5. To access your Favorites, click on the Favorites tab.



Additional Information Sent

Suppliers vary in their ability to accept certain information that is sent electronically from eSHOP. So, even though you enter the data when you create the Purchase Requisition in eSHOP, it may not always be accepted by the supplier when they receive the order electronically.

1. **External Notes** – No
2. **External Attachments** – No
3. **Information in "Ship via" field** – No
4. **Delivery Date** – No

Shipping Charges

Free shipping: no

Shipping charges: \$34 flat fee (equipment freight charges may be higher)

Viewing Previous Orders / Order Status

1. Contact Roche customer service at 800-262-1640 (Monday through Friday, 7:30 am to 7:00 pm EST)

Order / Shipping Confirmation

1. Will I receive a confirmation that my order has been received? **Yes**
2. Will I receive a confirmation that my order has been shipped? **Yes**

Cancelling an Order

1. Contact Roche customer service at 800-262-1640 (Monday through Friday, 7:30 am to 7:00 pm EST)
2. Fill out a Change Order Request form in eSHOP.

Returns

1. Contact Roche customer service at 800-262-1640 (Monday through Friday, 7:30 am to 7:00 pm EST)
2. Fill out a Change Order Request form in eSHOP.