

FAQ Summary – Accounts Payable

DOCUMENT INFORMATION

1) What is Accounts Payable?

All payments issuance for goods and services must be processed through Accounts Payable. This group ensures proper documentation (eg invoice, payment request, etc...) is processed through the AP system and approval authorizing the payment issuance completed.

2) Being a service provider or have delivered goods to Roche, where do I submit my invoice?

All invoices and supporting documentation (if needed) must be sent to mississauga.ap@roche.com in pdf format as a single document.

3) What consists of a complete invoice details to ensure accurate and quick process for payment?

It is required from the Tax Authority that the following information must be on the invoice.

- *Name of the company: Hoffmann-La Roche Limited*
- *Address: 7070 Mississauga Road, Mississauga, Ontario L5N5M8*
- *Name of your business*
- *Address of your business*
- *GST/HST # and QST (if applicable)*
- *Purchase Order #*
- *Description of the service and/or goods provided*
- *Total prior to tax*
- *Details of type and amount of tax*
- *Total of the invoice*

4) What if the invoice information is not complete?

Your invoice will be rejected and sent back to your email to get the necessary details (eg PO#, GST/HST#, QST# if applicable, etc...

5) Where should the inquiries sent?

All inquiries must be emailed to mississauga.ap@roche.com

6) When will I receive the payment of the invoice?



Based on the contract signed with Roche, the vendor term is negotiated at time of contract and will appear on the Purchase Order.

7) What is the payment method?

Roche prefers to utilize EFT (Electronic Funds Transfer) as the method of payment.

No lost cheque and the payment reaches the vendor bank account 48 business hours after the payment issuance.

Cheque payment is still available though delay may occur and risk of lost cheque.