

# NEWS FLASH

## Vendor Portal 2.0

### SUMMARY OF CHANGE REQUESTS

#### What Do I Need to Know?

Thank you to all vendors who provided feedback on their experience with the Roche Vendor Portal. While most of the feedback was positive, there were a few suggested improvements that have now been incorporated into our new release.

#### What Do I Need to Do?


Please familiarize yourself with the below updates

## Summary of Changes:














**Issue:** No current way for vendors to tell if a policy document has been changed or if a new document has been added.

**Solution:** New and updated documents will be flagged as "New" for 30 days

*Legal & Compliance Resources*



This is the Legal/Compliance Resources page

	Document Name	Document Description	Document Purpose	Create Date
	1 _ Business Ethics Commitments for Suppliers.pdf			9/27/2017 12:00:00 AM
	2 _ Rules for Agency_Comms Service Providers.pdf			8/2/2017 10:40:55 AM
	3 _ Stakeholder Payment Reporting for Suppliers.pdf			8/2/2017 10:41:02 AM
	4 _ Use of Roche Trade_marks in Vendor Advertising.pdf			8/2/2017 10:41:10 AM
	5 _ Roche Travel Policy for Vendors.docx			8/2/2017 10:41:18 AM
	Ayoy			10/3/2017 8:26:09 AM
	Business Ethics Commitments for All Suppliers.docx			10/26/2017 6:41:38 AM
	cms_cert			7/18/2017 1:00:44 PM
	fake.pdf.pdf			10/16/2017 6:52:24 AM
	Group_Informatics_Baseline_Phase_Gate_Summary. Vendor Portal FINAL.pptx			9/8/2017 12:00:00 AM
	nmbmnb *New 	mbn		4/10/2018 6:39:42 AM
	pdf.pdf			9/14/2017 12:00:00 AM

**Issue:** Currently a jpeg is not one of the allowable document files to upload.

**Solution:** Jpeg is now an allowable files to upload.

**Issue:** Can you add a button on vendor home page of approved vendors "update banking information" this button will open up a new window to the secure ETF site. (same one as the link in the start onboarding notification) this will allow approved vendors to be able to change banking information. Currently only new vendors can access the link during onboarding.

**Solution:** An update Banking Information button is now on the vendor detail home page. this button will open up a new window to the secure ETF site.

**Vendor Detail**

Vendor Name: **vendor eight** Vendor Number: **45678912**  
Insurance Certificate Status: **General Insurance: Cert update - pending Vendor Finance approval, Missing WSIB Insurance** Status: **Approved**  
[View/Modify Profile](#) [View/Modify Insurance declarations](#) Status Description: **Profile update - approved**  
[Update banking information](#)

You have the following notifications: [Create New Notification](#)

Id	Notification Title	Notification Type	Create At	Create By
675	Review and Approve - Certificate of Insurance upload for [vendor eight]	Automatic	3/29/2018 12:37:50 PM	test321vendor@gmail.com
549	Review and Approve - Certificate of Insurance upload for [vendor eight]	Automatic	11/28/2017 7:59:50 AM	test321vendor@gmail.com
458	Certificate of Insurance upload - Rejected with reason indicated for [vendor eight]	Automatic	10/12/2017 7:36:48 AM	vendormasterfinance@gmail.com
457	Review and Approve - Certificate of Insurance upload for [vendor eight]	Automatic	10/12/2017 7:32:30 AM	test321vendor@gmail.com
111	Vendor Account Creation - Approved	Automatic	9/8/2017 12:00:00 AM	vendormasterfinance@gmail.com
110	Vendor Account Creation - Approved by Vendor Finance	Automatic	9/8/2017 12:00:00 AM	vendormasterfinance@gmail.com
109	Vendor Account Creation Request - Received	Automatic	9/8/2017 12:00:00 AM	test321vendor@gmail.com
98	Invitation to Onboard	Automatic	9/8/2017 12:00:00 AM	vendorad1@gmail.com
77	Alert: Vendor Portal has been registered successfully	Automatic	9/7/2017 12:00:00 AM	test321vendor@gmail.com

**Hoffmann-La Roche Limited/Limitee (Roche Canada)**  
**Vendor Electronic Funds Transfer (EFT) Request** [\[Français\]](#)

**VENDOR OR/PAYEE INFORMATION:**

Individual  Corporation

Business/Trade Name:

Payee Name:

Vendor #: 903

Telephone Number:

Email Address for remittance advice:

**BANK ACCOUNT INFORMATION (Please attach a void cheque or bank confirmation)**

To ensure accuracy and avoid payment delays, you must upload a copy of a void cheque or a bank confirmation here.  
  Max. file size 2Mb

Vendor will give thirty (30) calendar days advance notice in writing to Hoffmann-La Roche Limited, of any changes in its depository institution or other payment instructions. Failure to provide change notification will result in delayed payments.

I certify that the above is correct and true, and that I, as a representative for the above named company, hereby authorize Roche to electronically deposit payments to the bank identified above.

I confirm to change our bank information details, and the attached bank confirmation/void check is valid.


Approver's Name:

**Issue:** If the status of insurance changes, there should be a colour highlight of where the change occurred. User will not notice the subtle change in messages.

**Solution:** Missing documentation messages are now in red and approved document messages are in green

*Admin Home -> Admin Vendor Listing -> Vendor Detail*

Vendor Name: **ABCD** Vendor Number: **74674674**

Insurance Certificate Status:  General Insurance: approved, Professional Insurance: approved, **Missing WSIB Insurance**

[View/Modify Profile](#) [View/Modify Insurance declarations](#) Status: **Approved**

[Update banking information](#) Status Description: **Profile update - approved**

You have the following notifications: [Create New Notification](#)

Id	Notification Title	Notification Type	Create At	Create By
610	Vendor Account Creation - Approved	Automatic	3/5/2018 1:37:40 PM	kan.tong@roche.com
609	Vendor Account Creation - Approved	Automatic	3/5/2018 1:36:21 PM	kan.tong@roche.com
608	Vendor Account Creation - Approved	Automatic	3/5/2018 1:35:00 PM	kan.tong@roche.com

**Issue:** For insurance declarations, a vendor needs the ability to choose "I do not have general liability insurance" which will cancel out the request to upload this type of insurance document. This should be similar in nature to the professional liability question

**Solution:** A vendor can now choose "I do not have general liability insurance" which will cancel out the request to upload this type of insurance document

**Issue:** For a WSIB certificate and for a WSIB wavier, there is no issue date, only an expiry date. Currently when uploading the WSB document it asks for an issue date but not an expiry date. .

**Solution:** 1. Expiry date field for WSIB insurance upload was removed and replaced with an Issue date field. 2. An issue Date. trigger for the notification for a new WSIB certificate or waiver to be uploaded was set at 3 years after the recorded issue date.

**Issue:** On the Vendor Side: Enable more than one user able to log-in view the resources, make changes, upload documents, etc. This will enable support functions to process information on the admin's behalf.

**Solution:**

The Account administrator for the vendor now has an administrator option to register additional e-mail address' to the account. Once added, the additional person will select "forgot password" from the login page and complete the password set up function. Once the password has been set, the additional person can login and view the contents of the vendor account. The administrator can also assign the administration duties to another person they have registered in the portal. The administrator is the person who will receive all notifications and have the accountability to keep the information up to date.

The screenshot shows the 'Vendor Detail' page for 'vendor five' (Vendor Number: 12345678). The user 'test187vendor@gmail.com' is logged in, and the 'Vendor User Admin' button is circled in red. The status is 'Approved' and the description is 'Profile update - approved'. Below this is a table of notifications:

Id	Notification Title	Notification Type	Create At	Create By
623	Review and Approve - Certificate of Insurance upload for [vendor five]	Automatic	10/26/2017 1:30:01 PM	test123vendor@gmail.com
522	Review and Approve - Certificate of Insurance upload for [vendor five]	Automatic	10/26/2017 1:29:28 PM	test123vendor@gmail.com
521	Review and Approve - Certificate of Insurance upload for [vendor five]	Automatic	10/25/2017 1:29:39 PM	test123vendor@gmail.com
102	Vendor Account Creation - Approved	Automatic	9/8/2017 12:00:00 AM	vendormasterfinance@gmail.com
101	Vendor Account Creation - Approved by Vendor Finance	Automatic	9/8/2017 12:00:00 AM	vendormasterfinance@gmail.com
100	Vendor Account Creation Request - Received	Automatic	9/8/2017 12:00:00 AM	test123vendor@gmail.com

The screenshot shows the 'Vendor User Admin' page. The 'Add New User' button is circled in red. Below it is a table listing existing users:

User Email	User Type
test187vendor@gmail.com	Admin
test123vendor@gmail.com	User

At the bottom, there is a copyright notice: ©Copyright 2018, Hoffmann-La Roche Limited, and links for Privacy Policy and Contact Us.

Home Public Resources Private Resources Existing Vendors Prospective Vendors Newsfeed Vendor Profile test187vendor@gmail.com

### Vendor User Admin -> Email Detail

Email Addr\*

User Type\* 

- Select--
- Admin
- User

Note that there can be only 1 Admin user, assign another user to "Admin" will result in losing your own Admin right

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Home Public Resources Private Resources Existing Vendors Prospective Vendors Newsfeed Vendor Profile test187vendor@gmail.com

### Vendor User Admin

You have the following existing users in your company:

User Email	User Type
test187vendor@gmail.com	Admin
test123vendor@gmail.com	User

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## How Do I Get Help?

If you still have any questions or concerns, then please contact us at [mississauga.vendor\\_relationship@roche.com](mailto:mississauga.vendor_relationship@roche.com)