

Getting Started as a Supplier

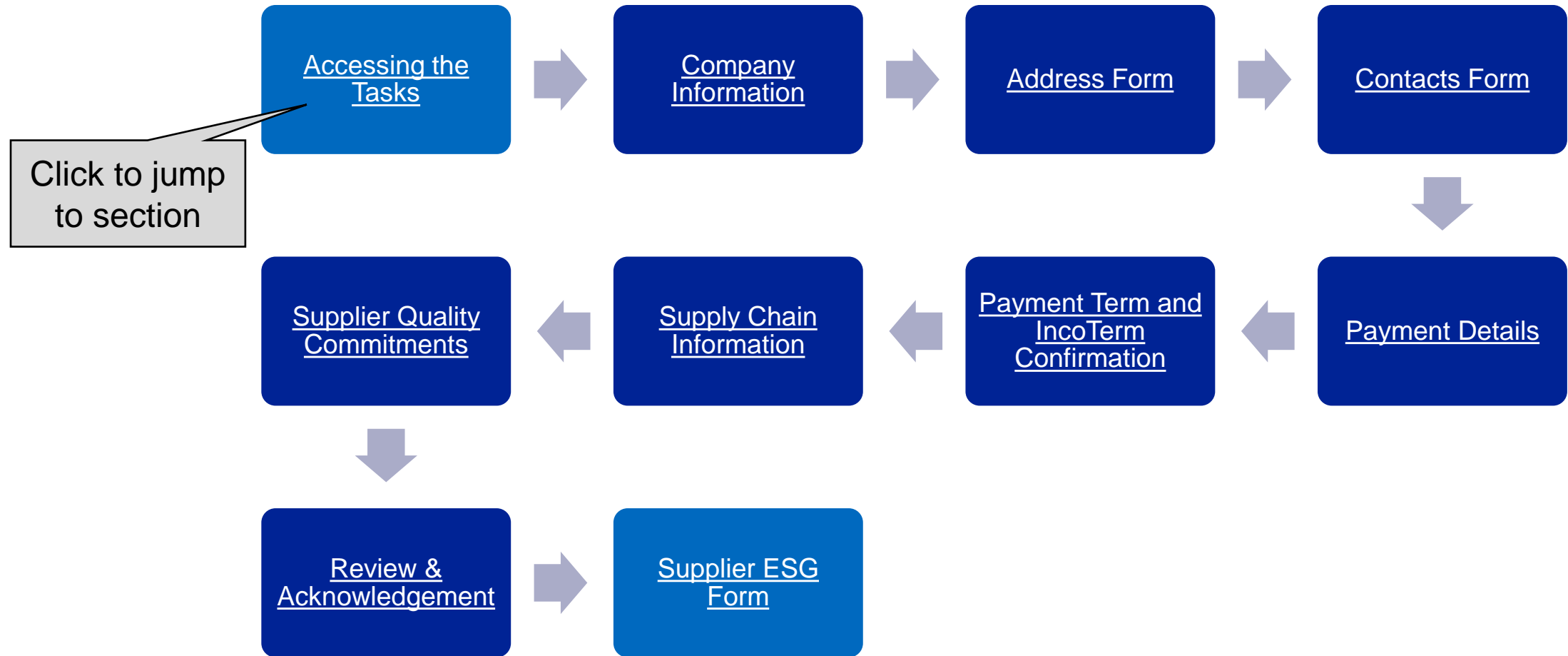
Step-by-Step Guide

Public



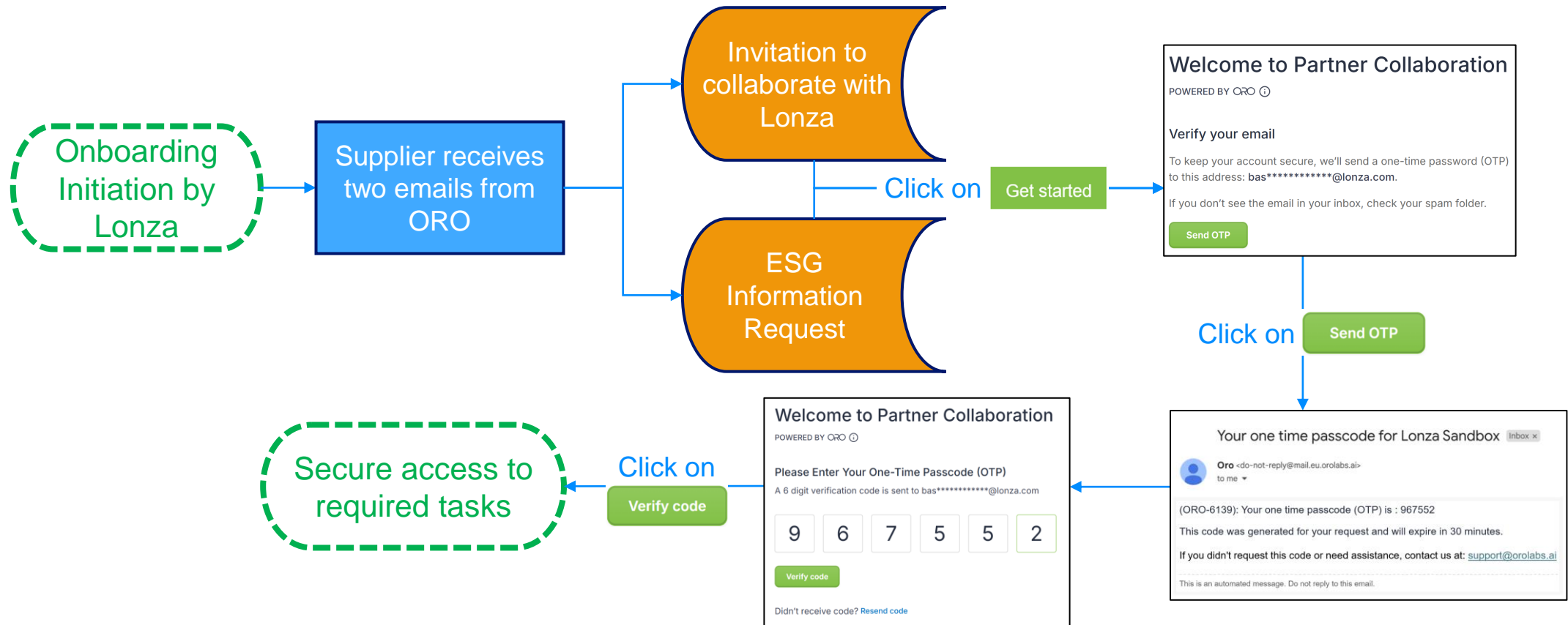
Step-by-Step Guide to get started as a Supplier

Overview of the whole Process



Step-by-Step Guide to get started as a Supplier

Overview to access the Lonza's Task Site

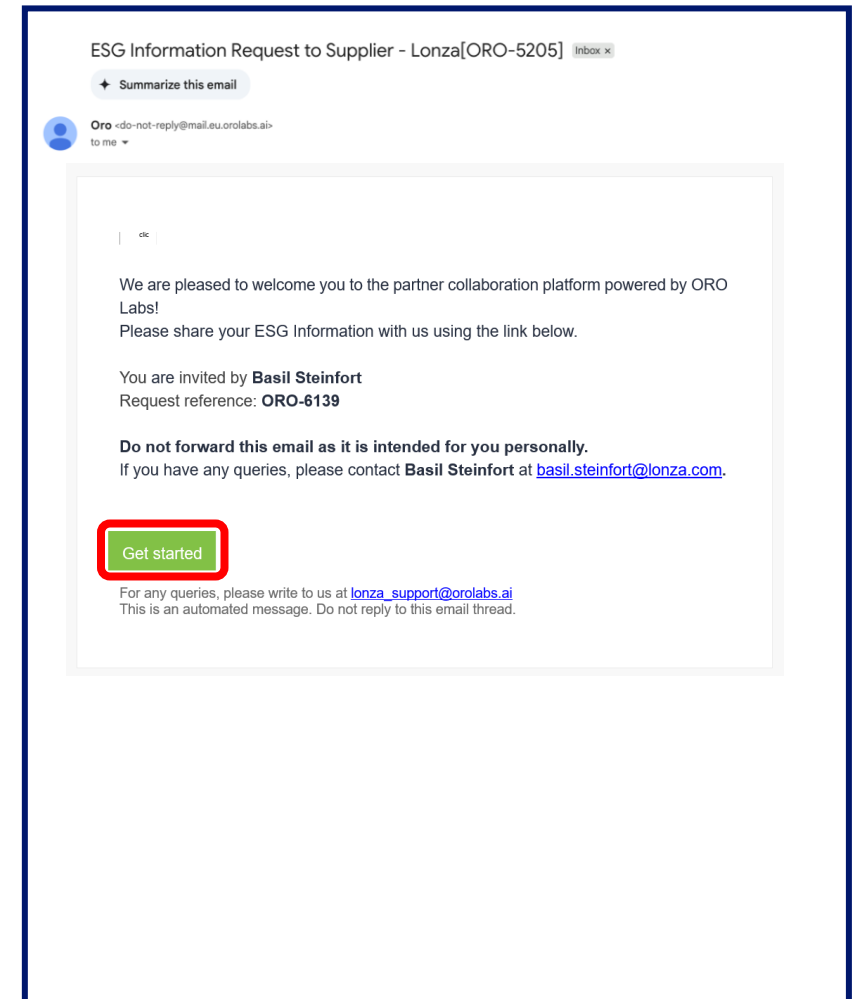
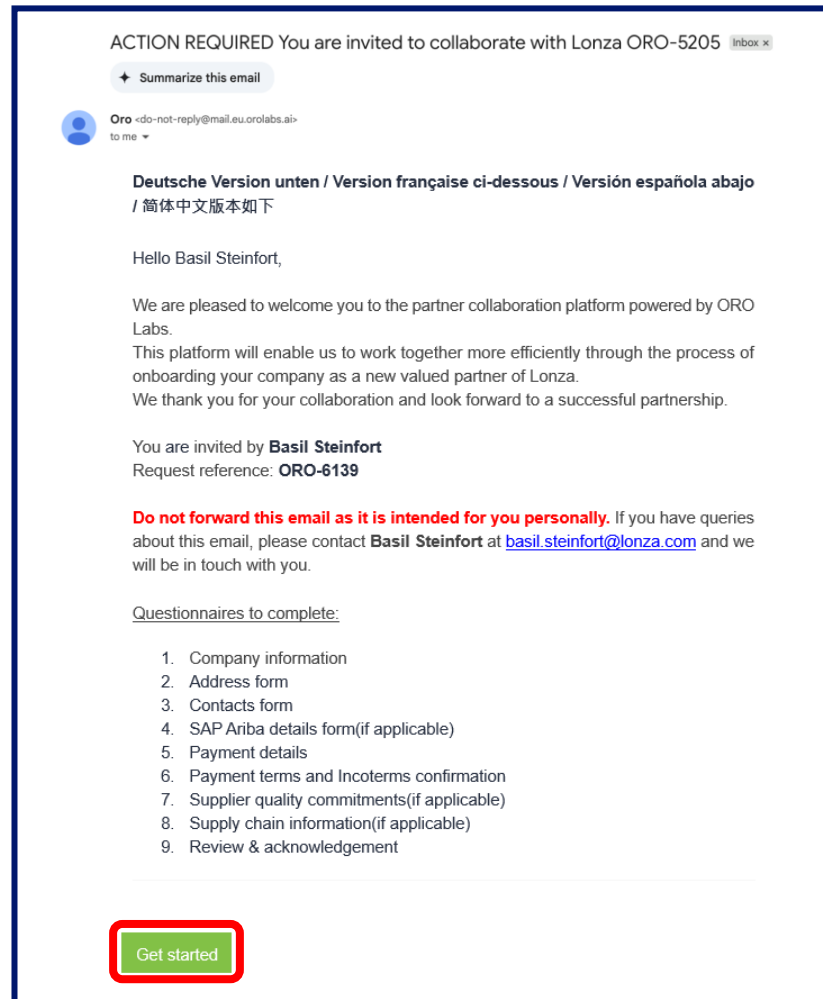


Step-by-Step Guide to get started as a Supplier

Two separate Invitations are sent by Mail

1. Accessing the Task

- Two separate Mails are sent using your company name and email address.
- One mail invites you to **provide company information** for the onboarding process.
- The second mail requests **information regarding ESG**.
- To access the task, please click on the **“Get started”** field.



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Request a One Time Passcode for the Login

2. Login & Verification

- Upon clicking the “**Get started**“ field, a welcome page is opened in a separate browser.
- Click on “**Continue**” to receive a one-time passcode.
- This **passcode will be sent** to the same email address as before.

Welcome to Partner Collaboration

POWERED BY ORO ⓘ

Verify your email

To keep your account secure, we'll send a one-time password (OTP) to this address: **bas*****@lonza.com**.

If you don't see the email in your inbox, check your spam folder.

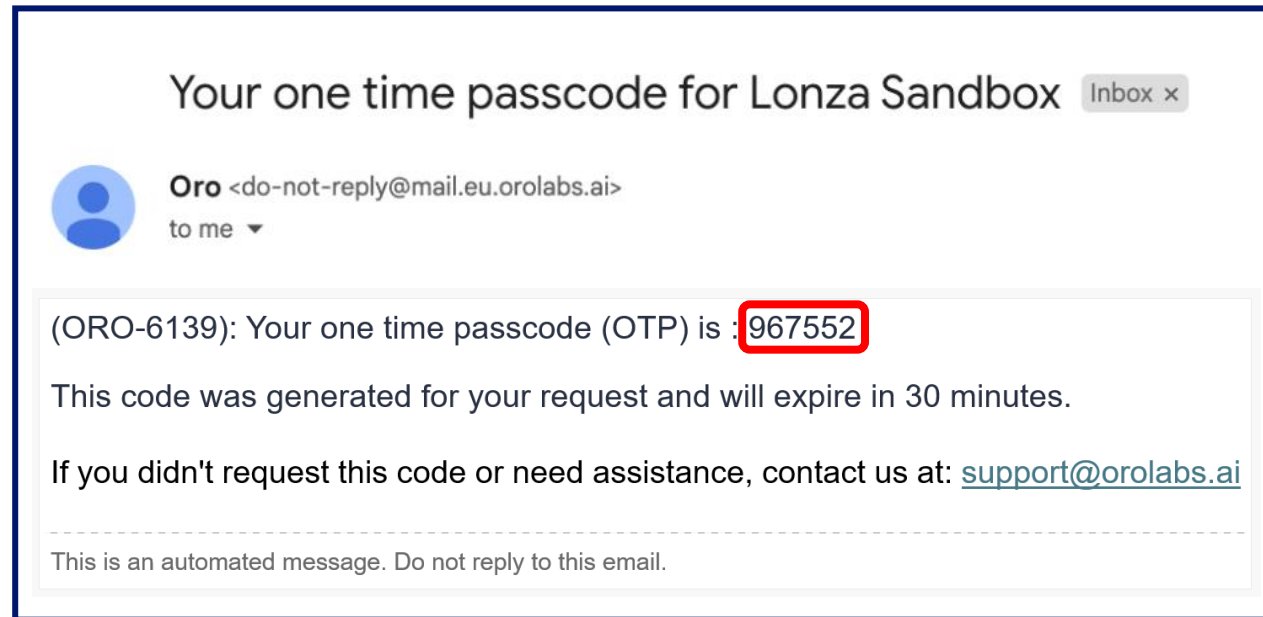
Send OTP

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The One Time Passcode is sent by Mail

3. One-Time Passcode

- A **one-time passcode** is sent to the mail box.
- This facilitates logging in into ORO by avoiding the need of a password.



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Enter Passcode to open ORO Request Page

4. Enter Passcode

- Enter the one-time code from the mail into the welcome page and click on “**Verify code**”.
- It may take a few minutes to receive the code.
- If the **code is not received**, suppliers can use the “**Resend code**” option which will re-send the one time passcode again.
- Once logged in, **you can proceed** securely and **complete the tasks** which may consist of completing multiple forms.

Welcome to Partner Collaboration

POWERED BY ORO ⓘ

Please Enter Your One-Time Passcode (OTP)

A 6 digit verification code is sent to bas*****@lonza.com

9 6 7 5 5 2

Verify code

Didn't receive code? [Resend code](#) ← Resend code when not received

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Open the Request Page to see the open Requests and Forms

5. Open and Fill in Tasks

- After entering the request page, two requests can be seen, which are **“Collect Onboarding Related Documents“**, and **“ESG Information Request to Supplier“**.
- Each request can be composed of several individual forms.
- Each form must be completed to submit the request.
- To enter a form, click on **“Start“**.

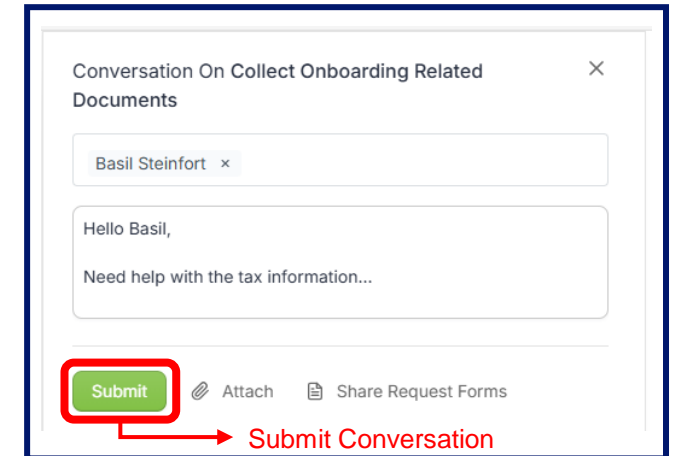
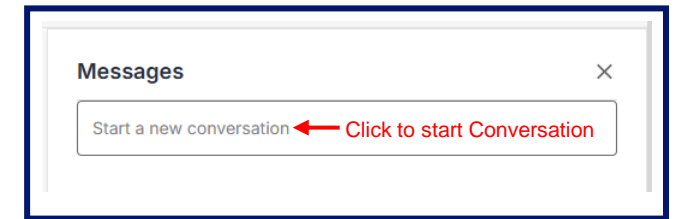
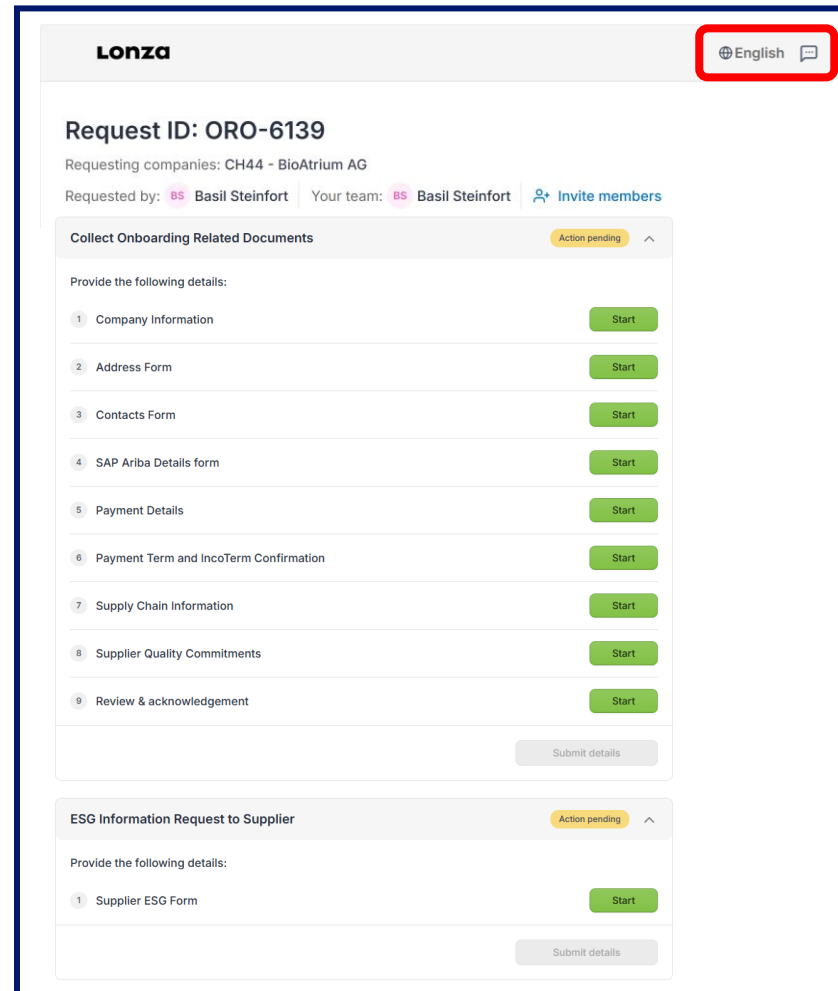
The screenshot shows the Lonza interface for a request with ID ORO-6139. At the top, it says 'Request ID: ORO-6139' and 'Requesting companies: CH44 - BioAtrium AG'. Below that, it lists 'Requested by: BS Basil Steinfort' and 'Your team: BS Basil Steinfort' with an 'Invite members' link. The main section is titled 'Collect Onboarding Related Documents' and has a status of 'Action pending'. It asks the user to 'Provide the following details:' and lists nine tasks, each with a 'Start' button. The first task, '1 Company Information', has its 'Start' button highlighted with a red box. The other tasks are '2 Address Form', '3 Contacts Form', '4 SAP Ariba Details form', '5 Payment Details', '6 Payment Term and IncoTerm Confirmation', '7 Supply Chain Information', '8 Supplier Quality Commitments', and '9 Review & acknowledgement'. At the bottom right, there is a 'Submit details' button.

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Comment Section for Clarification and Language Change

6. Comment Section and Language

- Suppliers can use the **“Messages”** option to contact the requester directly. Click on **“Start a new conversation”** to ask questions or request clarification.
- Documents can also be attached or request forms shared with the requester if needed.
- The **“Messages”** option is accessible during the whole process.
- Suppliers can change the portal language using the **Language selector** in the top-right corner.



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Invite Team Members for Collaboration

7. Collaborate with Members

- If a supplier needs help completing forms, they can invite colleagues to the ORO portal for assistance.
- To do this, use the **“Invite members”** option available on the screen.
- Enter the email address and an optional message, then click **“Start sharing”** to send the invitation.
- The invited member will receive a notification and can log in to the supplier portal using a one-time passcode to help complete the forms.

The screenshot shows the Lonza ORO portal interface. At the top, it displays 'Request ID: ORO-6139' and 'Requesting companies: CH44 - BioAtrium AG'. Below this, it shows 'Requested by: BS Basil Steinfort' and 'Your team: BS Basil Steinfort'. A red box highlights the 'Invite members' button. The main section is titled 'Collect Onboarding Related Documents' and lists several forms to be completed, each with a 'Start' button: 1. Company Information, 2. Address Form, 3. Contacts Form, 4. SAP Ariba Details form, 5. Payment Details, 6. Payment Term and IncoTerm Confirmation, 7. Supply Chain Information, 8. Supplier Quality Commitments, and 9. Review & acknowledgement. A 'Submit details' button is located at the bottom of this section. Below this, there is another section titled 'ESG Information Request to Supplier' with a 'Start' button for the 'Supplier ESG Form' and a 'Submit details' button.

The screenshot shows a 'Share forms' dialog box. It prompts the user to 'Invite your team members to fill the forms'. The 'Share with' field contains the email address 'elvino.nevesdasilva@lonza.com'. The 'Message' field contains the text 'I need more data, help me with that!'. At the bottom, there are two buttons: 'Cancel' and 'Start sharing', with the 'Start sharing' button highlighted in red.

Step-by-Step Guide to get started as a Supplier

Company Information Form is composed of two Pages

8.–9. Company Information

- Upon starting the request by clicking on “**Start**”, the task “**Supply Chain Information**” opens.
- **Mandatory & optional fields:** Fill in all fields where possible to support faster approval.
- **Legal name:** Confirm and correct your company’s legal name. Alternative names can be added under “Company name (alternative name)” on page 2 of the Company Information form.
- **Address entry:** Use the search function in the “Address” field to select your company address from suggestions. Alternatively, you can enter the address manually by expanding the “Add manually” section.
- Click on “**Continue**” to go to page 2, and “**Submit**”, to finish this form.

Step-by-Step Guide to get started as a Supplier

Company Information Form is composed of two Pages

8.–9. Company Information

- **Tax details must be entered** in the Company Information form.
- Country-specific **tax information mandatory** (Ex. here: Swiss UID Number)
- If the format is incorrect, the **system suggests valid examples**.
- If your company is except from taxation and you don't have tax ID, you can click **"not applicable"** checkbox — only if truly not applicable.

Tax information

Country: Switzerland [Edit](#)

Tax documents

Steuerdokument (if applicable) [Upload](#)

Legal company name (as shown on tax form)

Example Vendor

Legal address (as shown on tax form)

38 Münchensteinerstrasse, Basel, 4052, Switzerland

Add manually

UID Number

..... [Clear](#)

Enter a valid format (CHE123456789) ← **Correct format displayed here**

Tax Identification Number

..... [Clear](#)

Enter a valid format (CHE-111.222.333 MWST / CHE-111.222.333 TVA)

Tax Identification Number not applicable ← **Click on check box to skip**

Does the entity have a special tax status or exemption? (optional)

Yes No

Save changes [Continue](#)

1

Other information

Company name (alternative name)

Example Vendor

HQ address (optional) (if different from legal address)

Switzerland

Add manually

Website (optional)

DUNS number (optional)

Phone number (optional)

+41

Fax number (optional)

Save changes [Back](#) [Submit](#)

2

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Validation and Confirmation of Tax Information in ORO

10. Company Information

- After submitting the Company Information form, **ORO automatically checks your tax details.**
- If the data doesn't match official records, please review and confirm.
- Click **“Proceed”** to continue.

The screenshot shows a modal dialog box with a yellow warning icon and a close button (X). The title is "Tax ID did not match official records." The main text asks, "Are you sure you have entered the correct Tax ID and the name? If yes, please confirm." Below this, there are two fields: "UID Number: *****6789" and "Tax Identification Number: *****MWST", each with a small eye icon to its right. A green checkmark is next to the text "Yes, I confirm", with a red arrow pointing to it from the text "Confirm if data is correct". At the bottom right, there are two buttons: "Edit" and "Proceed". The "Proceed" button is highlighted with a red border.

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Review Company Information

11. Company Information

- Review all entries, then click “**Done**” to finish and continue.
- To pause and return later, use “**Save for later**”.
- Even after completion, edits are possible until the task is submitted.

Company Information Messages Close X

Requesting company: CH44 - BioAtrium AG team:

Example Vendor (**6789)** Edit

Tax information

Jurisdiction country	Switzerland
Steuerdokument	-
Legal name (as shown on tax form)	Example Vendor
Legal address (as shown on tax form)	38 Münchensteinerstrasse, Basel, 4052, Switzerland
Tax ID type	UID Number
UID Number	****6789
Indirect tax ID type	Tax Identification Number
Tax Identification Number	CHE-111.222.333 MWST
Does the entity have a special tax status or exemption?	No

Other information

Company name (alternative name)	Example Vendor
HQ address (if different from legal address)	Switzerland
Website	-
Phone number	-
Fax number	-
DUNS number	-

International name and address

Add name and address in other languages if needed
This helps those searching in different languages

+ Select language

Additional comments (optional)

Save for later Done

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Add separate ordering Address when available

12.–13. Address Form

- The Ordering Address is the main address you entered in the Company Information form.
- Click on **“Same as Ordering Address”**, if the remittance address is the same.
- If the Remittance Address differs, please enter it in the field below.
- **“Complete”** to continue to the next form.

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Add relevant Contact Details

14. Contacts Form

- Confirm or change purchase order email.
- Share further contact details if relevant.
- **“Complete”** to continue to the next form.

Contacts Form Messages Close

Requesting company: CH44 - BioAtrium AG | team:

Purchase Order Contact

All purchase orders will be sent to the below email. If you want to change it, please add the purchase order email below.

basil.steinfort@lonza.com

Purchase order email

Enter email **← Potential change of purchase order email**

Customer Service Contact

Please share the Customer Service Contact Details(Optional)

Name

Enter text

Email (Optional) Phone number (Optional)

Enter email +41

Sales Contact

Please share the Sales Contact Details(Optional)

Name

Enter text

Email (Optional) Phone number (Optional)

Enter email +41

Save for later **Complete**

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Enter available Ariba Details if applicable

15. SAP Ariba Details form

- If **SAP Ariba Network** is used, the ANID can be provided.
- Otherwise, this form will not be visible.
- This **facilitates the onboarding process**.
- **“Complete”** to continue to the next form.

SAP Ariba Details form Messages Close X

Requesting company: CH44 - BioAtrium AG | team:

Ariba Network Details

Lonza prefers to conduct business and document exchange with suppliers through SAP Ariba Network. If you already work with SAP Ariba Network, please provide us with the following information to simplify the onboarding process.

Already working with SAP Ariba network
 Yes No

Ariba Network ID(ANID)

Contact details of the person responsible for SAP Ariba

Name

Email

Phone number (Optional)

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Add new Payment Options and corresponding Proof Document

16.–19. Payment Details

- Provide your bank information in the appropriate forms.
- Based on the country, **specific fields will be required** (e.g., for Switzerland, IBAN is mandatory).
- Ensure all details—IBAN, bank name, and other required fields—are accurate before submission.
- Upload a proof document for the bank.
- “Done” to continue to the next form.

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Provide requested Payment Terms

20. Payment Term and IncoTerm Confirmation

- The **standard payment terms are 60 days.**
- If other terms were agreed, they overrule the standard payment terms.
- **“Complete”** to continue to the next form.

Payment Term and IncoTerm Confirmation Messages Close X

Requesting company: CH44 - BioAtrium AG | team:

*Our standard payment terms are 60 days.
If other terms were agreed, they overrule our standard payment terms.*

Below is the Incoterms selected by the requestor.

IncoTerms

DDP - Del. Duty paid Incoterms2020

Do you want to change the Inco term selected by the requestor?

Yes No

Please provide the Incoterm location(Optional)

Enter text

Please confirm the ordering currency.

Swiss Franc X

Please confirm the preferred communication language

English X

Save for later **Complete**

Step-by-Step Guide to get started as a Supplier

Download and fill in the Supply Chain Declaration Form when required

21. Supply Chain Information

- This form is **only displayed when required** by Lonza as part of the qualification process for all supply chain partners.
- Download the attached Supply Chain Declaration template.
- **Complete and sign the form.**
- Upload the signed form in the designated section.
- **“Complete”** to continue to the next form.

The screenshot shows a web interface for 'Supply Chain Information'. At the top right, there are links for 'Messages' and 'Close X'. Below the title, it says 'Requesting company: CH44 - BioAtrium AG | team:'. A paragraph explains that Lonza needs to qualify suppliers and asks them to complete an attached form. There are two main sections: 'Download the Supply Chain Declaration Form' and 'Upload completed and signed Supply Chain Declaration'. In the first section, a file named 'SCD_Form.pdf' is shown with a red box around it and a red arrow pointing to it with the text 'Download Supply Chain Declaration Form'. In the second section, there is a large box with a plus icon and the text 'Drag and drop file Or browse to upload', with a red box around it and a red arrow pointing to it with the text 'Upload completed and signed Form'. At the bottom, there are two buttons: 'Save for later' and 'Complete', with a red box around the 'Complete' button.

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Fill in Supplier Quality Requests when applicable

22. Supply Quality Commitments

- This form is **part of Lonza's qualification process**.
- Contacts provided will be notified for audits.
- Contacts may also need to complete questionnaires later in the process.
- This form is only visible when applicable.
- **“Complete”** to continue to the next form.

Supplier Quality Commitments Messages Close X

Requesting company: CH44 - BioAtrium AG | team:

Please answer the Quality Questionnaire for Qualification Process

Are you willing to complete compliance questionnaires if needed per Lonza processes?

Yes No

Contact For Quality Compliance Questionnaire and/or Audits

Name

Enter text

Email

Enter email

Are you willing to allow audits if needed per Lonza processes?

Yes No

Are you willing to establish a quality agreement if needed per Lonza processes?

Yes No

Are you willing to provide change notifications to Lonza for products / services sold to Lonza?

Yes No

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Review and accept the Conditions

23. Review & Acknowledgement

- Additional background questions must be answered.
- Confirm compliance with **Lonza's Terms & Conditions** and **Supplier Code of Conduct**.
- If **alternative conditions** were agreed, give a brief explanation and **upload them in the Messages section**.
- **Tick all required checkboxes;** uploaded conditions will apply upon submission.
- **“Complete”** to finalize the request.

Review & acknowledgement Messages Close X

Requesting company: CH44 - BioAtrium AG | team:

The Supplier:
Example Vendor

Additional Background Information

Is your company a government agency or are you a government official, closely affiliated with a government agency or official, or owned by a government agency or official?
 Yes No

Will you or your company be acting on behalf of Lonza in matters such as selling of Lonza's goods or services (as sales agent/distributor/trader)?
 Yes No

Will you or your company be representing Lonza's brand or products or otherwise interacting with others on behalf of Lonza?
 Yes No

General Terms and Conditions

The Supplier acknowledges and agrees that all goods and/or services that it supplies to Lonza will be subject to the relevant ["General Terms and Conditions"](#) unless the Supplier and Lonza have specifically agreed in writing to other contractual terms for a particular supply of goods and/or services.

acknowledged and agreed

Code of Conduct

The Supplier acknowledges and agrees that it will comply with Lonza's [Supplier Code of Conduct](#) at all times.

acknowledged and agreed

Review and acknowledgment

Forms filled in this section:

1. Company information
2. Address form
3. Contacts form
4. SAP Ariba details form(if applicable)
5. Payment details
6. Payment terms and Incoterms confirmation
7. Supplier Quality commitments(if applicable)
8. Supply chain information(if applicable)
9. Review & acknowledgement

I hereby certify that to the best of my knowledge the information presented in all the above forms is true and correct.

I confirm that I am authorized by the Supplier to complete this form and to accept contractual terms on its behalf.

Name and Title
Basil Steinfurt

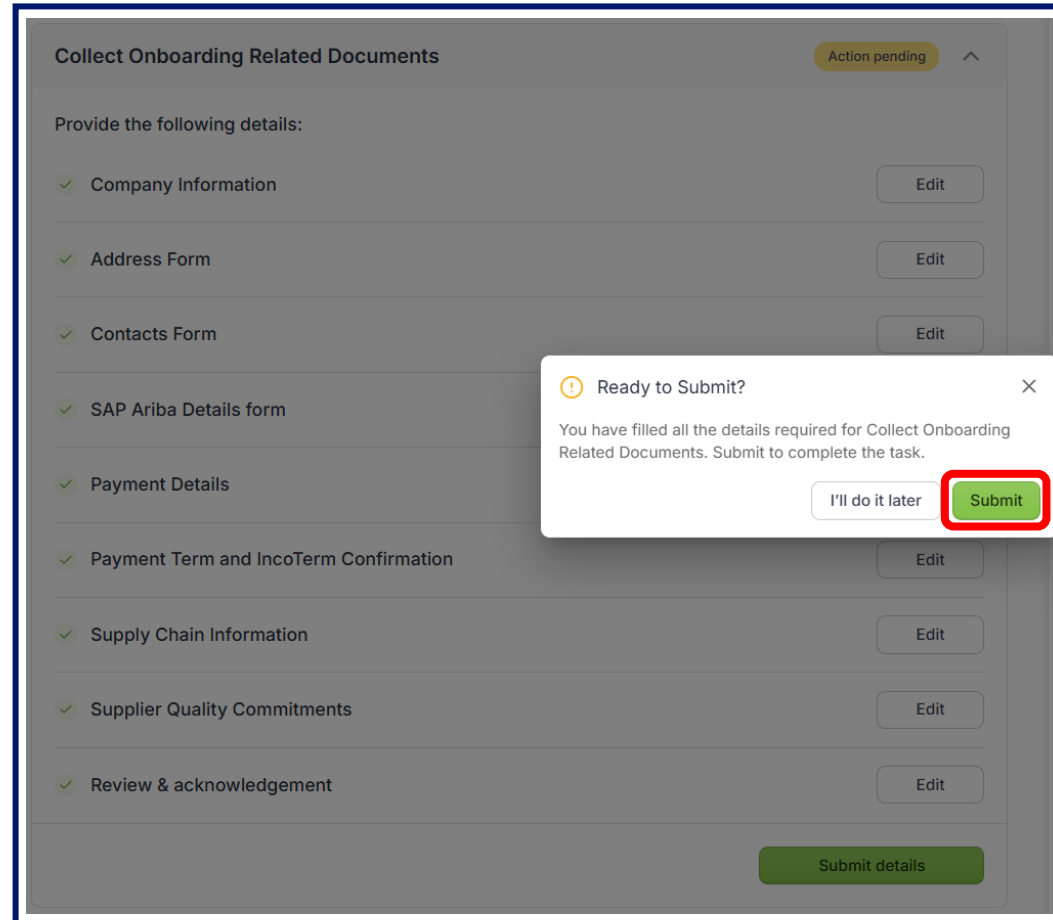
Date and Time
Oct 10, 2025 05:09 PM

Step-by-Step Guide to get started as a Supplier

Submit Onboarding related Documents

24. Submit Onboarding Related Documents

- After completing all forms in a section, a **Submit popup** appears for confirmation.
- To finish later, click “**I’ll do it later**”, then **submit details** when ready.
- Once submitted, the section is marked **Completed** and cannot be edited—only viewed.



Step-by-Step Guide to get started as a Supplier

Start ESG Information Request

25. ESG Information Request

- The “**Completed tag**” helps distinguish finished sections from incomplete ones.
- **All sections must be completed** to finalize this onboarding process.
- Start with the “**Supplier ESG Form**” to proceed with the second task.

The screenshot displays a user interface for onboarding. At the top, a header reads "Collect Onboarding Related Documents" with a status indicator "Completed" in a green box, circled in red. A red arrow points to this box with the text "Indicates status of the task". Below this is a list of document types: Company Information, Address Form, Contacts Form, SAP Ariba Details form, Payment Details, Payment Term and IncoTerm Confirmation, Supply Chain Information, Supplier Quality Commitments, and Review & acknowledgement. The second section is titled "ESG Information Request to Supplier" with a status indicator "Action pending" in a yellow box. Below this, it says "Provide the following details:" and lists "1 Supplier ESG Form" with a green "Start" button circled in red. At the bottom right, there is a grey "Submit details" button.

Step-by-Step Guide to get started as a Supplier

Provide available ESG Information

26. Supplier ESG Form

- Provide requested information as good as possible.
- Certify validity of information.
- **“Complete”** to finalize the request.

Supplier ESG Form Messages Close X

Requesting company: BioAtrium AG | team:

ESG data

To access ESG information on your company Lonza prefers to use EcoVadis.
In case no information is available, your company may be asked to undergo a sustainability assessment by Integrity Next.

Can you provide your EcoVadis ID (EVID) to share your company's scorecards with us?

Yes No

EcoVadis ID (EVID) ← Enter EcoVadis ID when available

Enter text

Provide a sustainability contact person (if available).

Name

Enter text

Email

Enter email

Phone number (Optional)

+ +41

Please select your company size

Micro <10 employees

Small <50 employees

Medium <250 employees

Large >250 employees

I hereby certify that to the best of my knowledge the information presented in this form is true and correct.

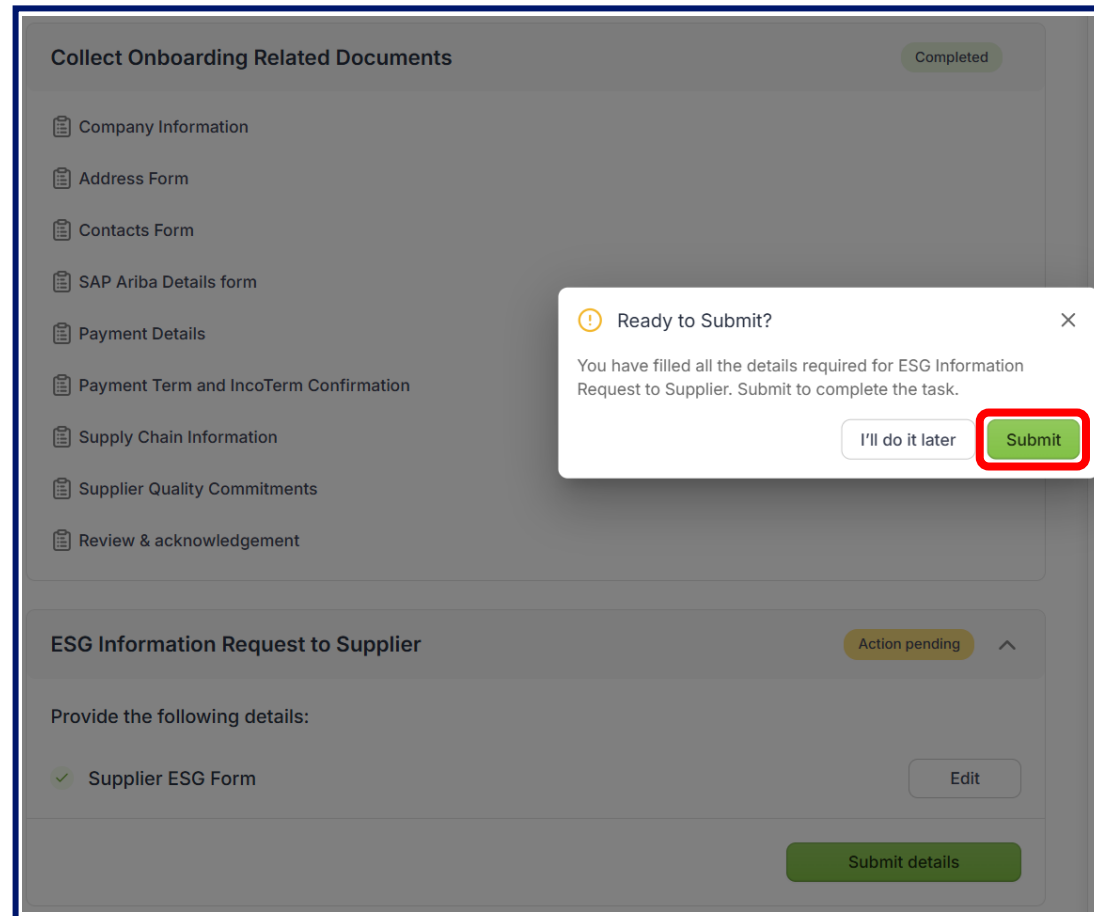
Save for later **Complete**

Step-by-Step Guide to get started as a Supplier

Submit ESG Information Request to finalize Process

27. Submit ESG Information Request

- It's essential to **complete every section** to proceed with the onboarding process.
- Only then will the information be processed for onboarding.
- Click on **“Submit”** to finalize the process. The **information can't be edited** after.



Step-by-Step Guide to get started as a Supplier

Completion Tag to confirm successful Submission

28. Completion of the Requests

- When both tasks show the **“Completed” tag**, the requests have been submitted successfully.
- This confirms that **all necessary steps have been completed** and the process is continued internally at Lonza.

The screenshot displays a user interface for supplier onboarding. It features two main sections, each with a 'Completed' tag in a red-bordered box:

- Collect Onboarding Related Documents**: This section lists several document requirements, each with a document icon:
 - Company Information
 - Address Form
 - Contacts Form
 - SAP Ariba Details form
 - Payment Details
 - Payment Term and IncoTerm Confirmation
 - Supply Chain Information
 - Supplier Quality Commitments
 - Review & acknowledgement
- ESG Information Request to Supplier**: This section includes the instruction 'Provide the following details:' and a single item, 'Supplier ESG Form', which is marked with a green checkmark.

**We are looking forward
to collaborating with
you through ORO!**

