

Getting Started as a Supplier

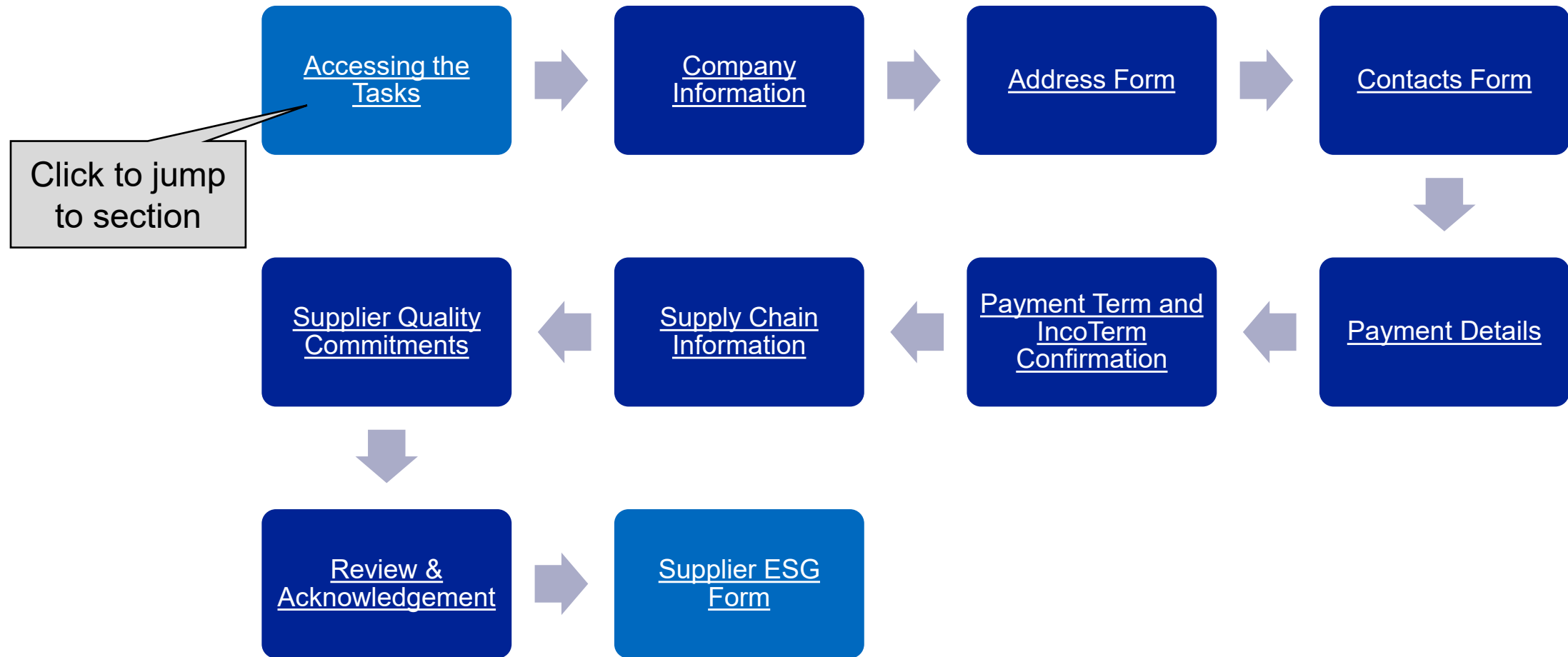
Step-by-Step Guide

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 Lonza's Task Site



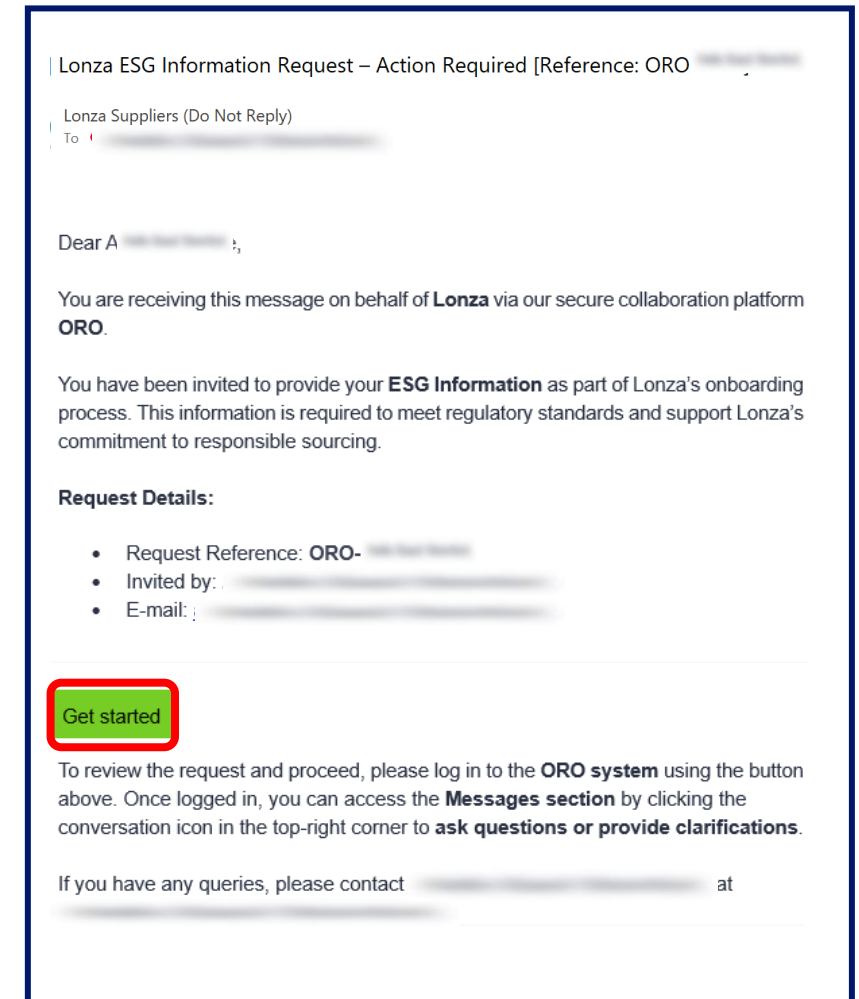
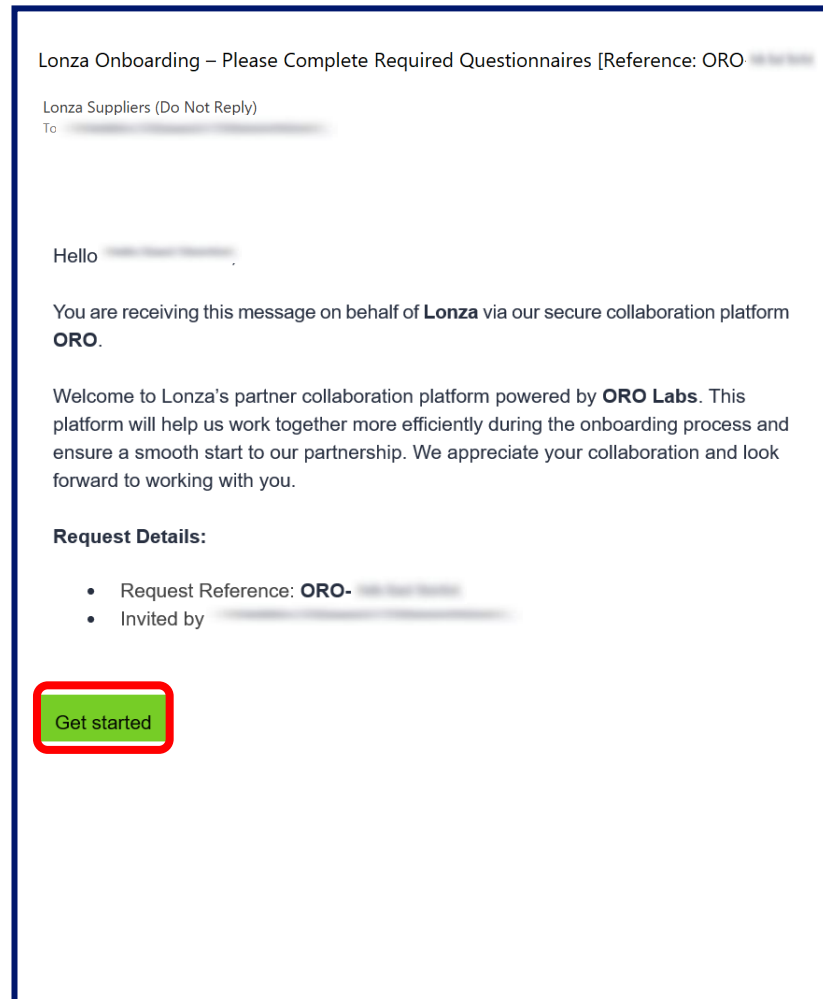
*Lonza Suppliers (Do Not Reply) : supplier-do-not-reply@lonza.com

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

Two separate Invitations are sent by Mail

1. Accessing the Task

- Two separate emails 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.

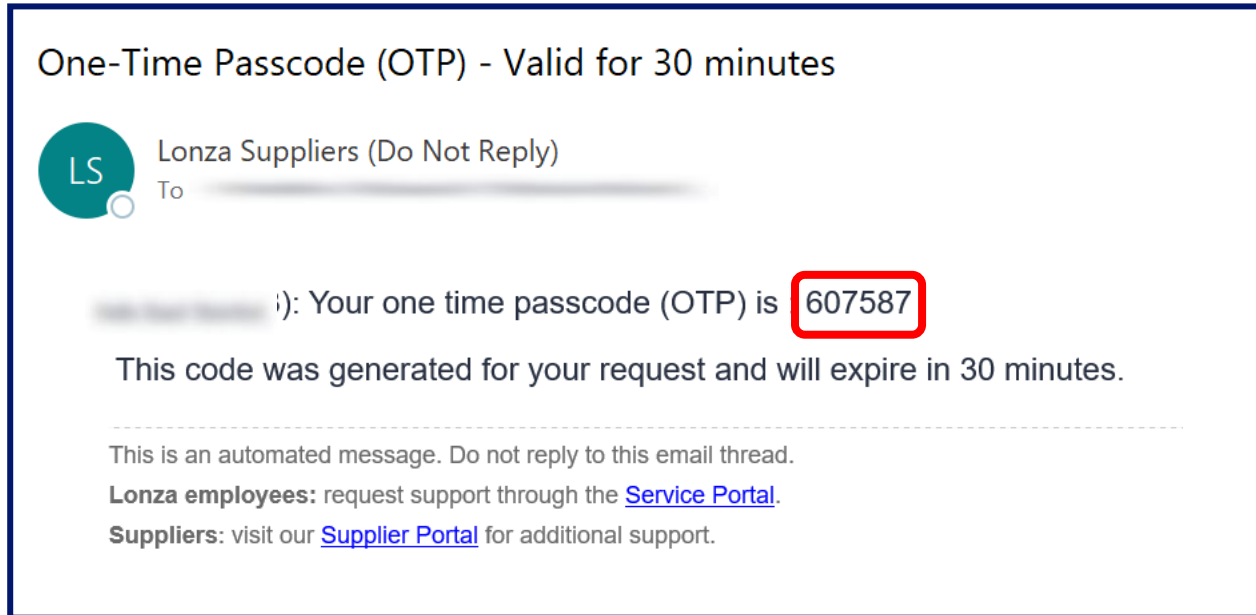


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The One-Time Passcode is sent by Mail

2-3. One-Time Passcode & Log-in

- A **one-time passcode** is sent to the mailbox.
- This facilitates logging 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.

Verify email

Enter 6-digit verification code sent to email

6 0 7 5 8 7

Verify email

Didn't receive the 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“**.

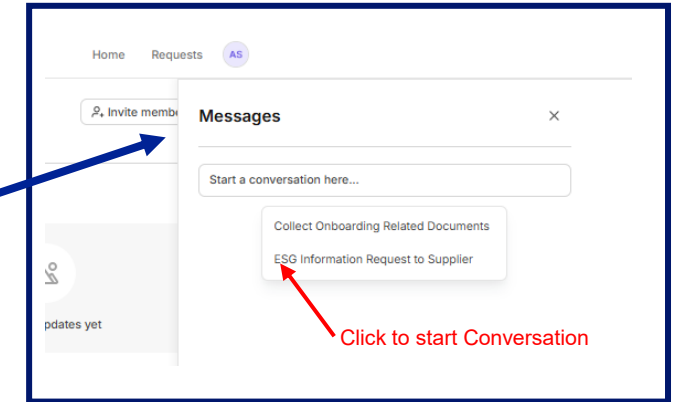
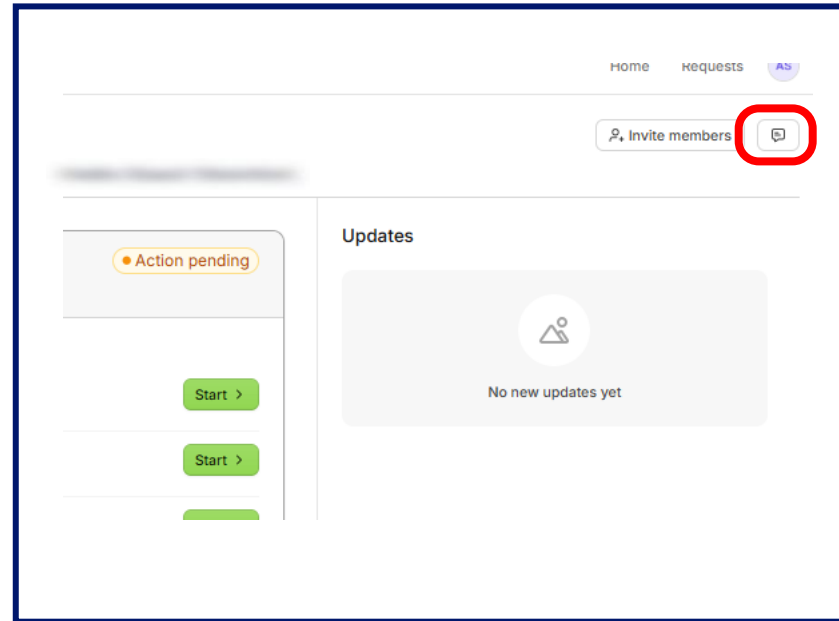
The screenshot shows the Lonza supplier portal interface. At the top, there's a header with the Lonza logo and a status bar indicating 'Submit Requested Information for tasks' with an 'Active' status. Below this, there's a section for 'Collect Onboarding Related Documents' with a due date of Jul 29, 2026 and an 'Action pending' status. This section lists seven forms: 1. Company Information, 2. Address Form, 3. Contacts Form, 4. SAP Ariba Details form, 5. Payment Details, 6. Payment Term and IncoTerm Confirmation, and 7. Review & acknowledgement. Each form has a 'Start >' button. The 'Start >' button for 'Company Information' is highlighted with a red box. Below the list of forms is a 'Submit details' button. The second section is 'ESG Information Request to Supplier' with a due date of Jul 29, 2026 and an 'Action pending' status. It lists one form: 1. Supplier ESG Form, with a 'Start >' button. Below this is another 'Submit details' button.

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

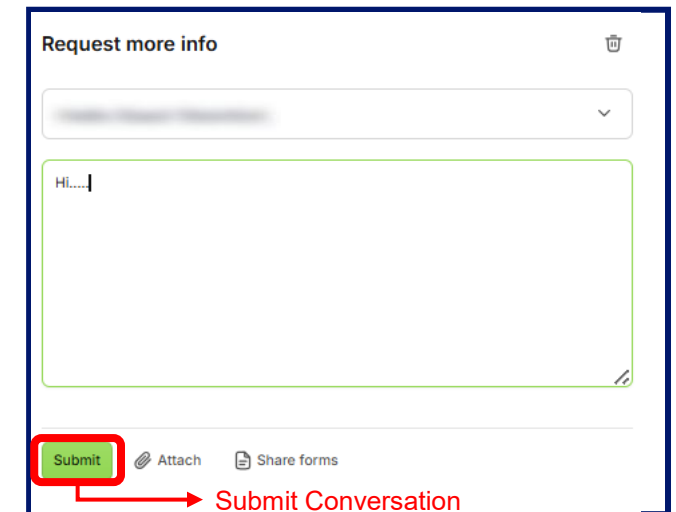
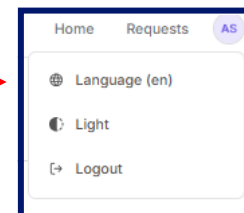
Comment Section for Clarification and Language Change

6. Comment Section and Language

- Suppliers can use the “**Messages**” option to contact the requester directly. Click on “**Start a conversation here...**” 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.



Click to change the language

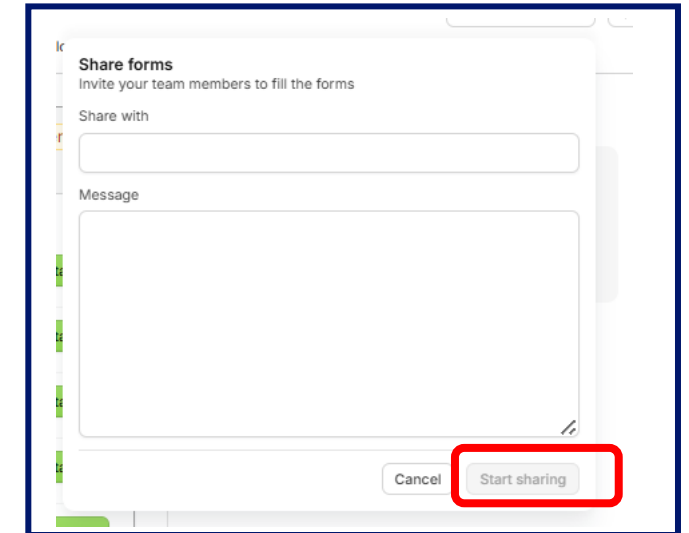
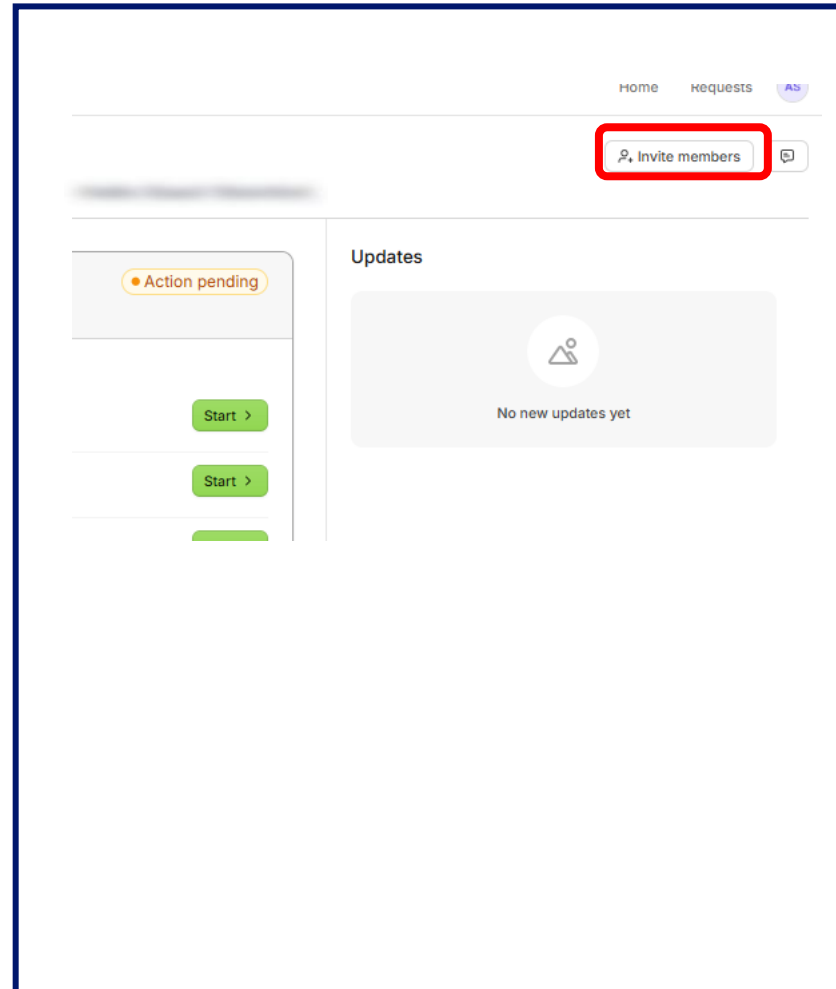


Step-by-Step Guide to get started as a Supplier

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.



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Company Information Form is composed of two Pages

8.–9. Company Information

- Upon starting the request by clicking on “**Start**”, the task “**Tax Information**” opens.
- **Mandatory & optional fields:** Fill in all fields where possible to support faster approval and click **Continue**.
- **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.

The screenshot shows the 'Tax information' form page. It includes fields for 'Country', 'Tax documents' (with an 'Upload' button), 'Legal company name (as shown on tax form)', 'Legal address (as shown on tax form)', and an 'Add manually' section. Below these are fields for 'Tax ID type (optional)' (set to 'Unique Taxpayer Reference (UTR)'), 'Unique Taxpayer Reference (UTR) (optional)', 'VAT Registration Number (optional)', and a checkbox for 'VAT Registration Number not applicable'. At the bottom, there is a question 'Does the entity have a special tax status or exemption? (optional)' with 'Yes' and 'No' radio buttons. A red arrow points to the 'Add manually' section with the text 'Expand to add address manually if needed'. The 'Continue' button at the bottom right is highlighted with a red box.

The screenshot shows the 'Other information' form page. It includes fields for 'Company name (alternative name)' (with a red arrow pointing to it and the text 'Enter alternative company name here if needed'), 'HQ address (optional) (if different from legal address)', 'Add manually' (with a dropdown arrow), 'Website (optional)', 'DUNS number (optional)', 'Phone number (optional)', and 'Fax number (optional)'. The 'Submit' button at the bottom right is highlighted with a red box.

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

Company Information Form is composed of two Pages

8.–9. Company Information

- **Tax information** must be checked to confirm Company Information form.
- Select **Edit** if changes are required
- If it is required name and address in a different language, please **Select language**.
- Click in **Done**

The screenshot displays the 'Company Information' form interface. At the top right, there is an 'Edit' button with a pencil icon, highlighted by a red arrow and the text 'To edit any information'. The form is divided into two main sections: 'Tax information' and 'Other information'. The 'Tax information' section includes fields for Jurisdiction country (United Kingdom), Certificate of Incorporation, Legal name, Legal address, Tax ID type, Unique Taxpayer Reference (UTR) (*****1476), Indirect tax ID type, VAT Registration Number, and a checkbox for special tax status. The 'Other information' section includes fields for Company name (alternative name), HQ address, Website, Phone number, Fax number, and DUNS number (220800358). Below these sections is the 'International name and address' section, which has a red arrow pointing to it with the text 'To enter an international Name and address'. This section contains a button to 'Add name and address in other languages if needed' and a '+ Select language' button. At the bottom of the form, there is an 'Additional comments (optional)' text area and a 'Done' button, which is highlighted with a red rectangle.

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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.

Collect Onboarding Related Documents Action pending
Due date: Jul 29, 2026

Provide the following details and submit

- 1 Company Information Edit
- 2 **Address Form** Start >
- 3 Contacts Form Start >
- 4 SAP Ariba Details form Start >
- 5 Payment Details Start >
- 6 Payment Term and IncoTerm Confirmation Start >
- 7 Review & acknowledgement Start >

Submit details

ESG Information Request to Supplier Action pending
Due date: Jul 29, 2026

Provide the following details and submit

- 1 Supplier ESG Form Start >

Submit details

Address Form Messages Close

Requesting company: CH44 - team:

Remittance/Invoice Presented By Address

☐ Same as Ordering Address Click if Ordering Address is the same

*Ordering Address is the main address you provided in the "Company information form".
If the remittance address is different from the ordering address, please enter the address below.*

Please provide the Remittance or Invoice Presented By Address

Add manually ▼

PO Box Address

PO Box (Optional)

Postal code (Optional)

Save for later Complete

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

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

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.

@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)

Enter email

Phone number (Optional)

Sales Contact

Please share the Sales Contact Details(Optional)

Name

Enter text

Email (Optional)

Enter email

Phone number (Optional)

Save for later

Complete

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

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

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)

Enter text

Contact details of the person responsible for SAP Ariba

Name

Enter text

Email

Enter email

Phone number (Optional)

+  +41

Save for later

Complete

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

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.

Payment Details

Accounts receivable email

Enter email

Payment options

Please provide payment options to receive payments.

No payment options added yet
Get started below

+ Add a payment option

Additional comments (optional)

Save for later Done

1 Click to add new payment option

4 Click “Done”, once the payment method is added

Bank transfer (electronic transfers)

Country of the bank account: Switzerland Edit

Payout currency: CHF

IBAN

Name on the account

Example Vendor

Bank name

Bank document for validation

Please select a proof of document for the bank

Search... Select type of proof

Drag and drop file
Or browse to upload

Accepted file type: pdf, image

Is an intermediary account needed for international payments?

No Yes

Back Add payment

2

3

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

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

*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

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.

The Supplier:

General Terms and Conditions

The Supplier acknowledges and agrees that all goods and/or services that it supplies to Lonza will be subject [Terms and Conditions](#).

☒ Acknowledged and agreed

☐ Supplier and Lonza have specifically agreed in writing to other contractual terms

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

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

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

Name and Title

Date and Time

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.

The screenshot shows a web interface for 'Collect Onboarding Related Documents'. The status is 'Action pending'. A list of documents to be submitted is shown, each with a green checkmark and an 'Edit' button:

- 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

A modal popup titled 'Ready to Submit?' is displayed over the form. It contains the text: 'You have filled all the details required for Collect Onboarding Related Documents. Submit to complete the task.' At the bottom of the popup are two buttons: 'I'll do it later' and a green 'Submit' button, which is highlighted with a red rectangle.

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 supplier onboarding. It features two main task cards. The first card, titled 'Collect Onboarding Related Documents' with a completion date of 'Jul 24, 2026', lists several document types: Company Information, Address Form, Contacts Form, SAP Ariba Details form, Payment Details, Payment Term and IncoTerm Confirmation, and Review & acknowledgement. A red arrow points to a 'Completed' tag in the top right corner of this card, with a red box around the tag and a red annotation stating 'Indicates status of the task'. The second card, titled 'ESG Information Request to Supplier' with a due date of 'Jul 29, 2026', indicates the status 'Action pending' in a yellow tag. It prompts the user to 'Provide the following details and submit' and lists a single item: '1 Supplier ESG Form'. A green 'Start >' button is highlighted with a red box, and a 'Submit details' button is located at the bottom right of the card.

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.

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 ← Enter EcoVadis ID when available

Provide a sustainability contact person (if available).

Name

Email

Phone number (Optional)

 +44

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.

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

Provide available ESG Information

26. Supplier ESG Form

- Depending on the information shared by the requester when filling the ABAC(Anti-Bribery and Anti-Corruption) form, additional questions may appear .
- “**Complete**” to finalize the request.

Additional questions

1. When was your organization founded (year)?

1999

2. Do you have administrative offices and operations related to the goods and/or services provided to Lonza in any of the following countries?

☐ Cuba

☐ Iran

☐ North Korea

☐ Sudan

☐ Syria

☐ None of the above

3. Will you engage any subcontractors in the performance of work for Lonza?

☐ Yes ☐ No

4. Are you partially or fully owned or controlled by a government entity or government official?

☐ Yes ☐ No

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

Save for later Complete

5. Please clarify whether any of your organization's executive individuals (e.g., CEO, CFO, board of directors and shareholders, etc.) or their immediate family members, maintain any direct or indirect relationships or business affiliations with Government Officials

☐ Yes

☐ No

Justify your answer

Normal B I U ↺ ∞ A Aa +

Enter text...

6. Is any government official or relative of a government official entitled to, or will any government official or relative of a government official receive, any compensation or fee related to the goods or services provided to Lonza?

☐ Yes ☐ No

7. Does your organization have a Code of Conduct and/or policies and procedures to ensure compliance with anti-bribery and anti-corruption laws?

If yes, please describe the anti-bribery and anti-corruption policies and procedures.

☐ Yes

☐ No

Justify your answer

Normal B I U ↺ ∞ A Aa +

Enter text...

8. Does your organization have internal controls to prevent and detect bribery and corruption risks?

If yes, please describe these internal controls.

☐ Yes

☐ No

Justify your answer

Normal B I U ↺ ∞ A Aa +

Enter text...

9. Does your organization have employees responsible for preventing and detecting bribery and corruption?

If so, please describe this person's position and responsibilities.

☐ Yes

☐ No

Justify your answer

Normal B I U ↺ ∞ A Aa +

Enter text...

10. Does your company provide training to employees regarding compliance with anti-bribery and anti-corruption laws?

If yes, please describe how often employees are provided training.

☐ Yes

☐ No

Justify your answer

Normal B I U ↺ ∞ A Aa +

Enter text...

11. Has your organization had any conviction, litigation, investigation or other non-compliance with applicable law related to bribery and corruption or financial crimes (including money laundering, terrorism financing, fraud, tax evasion, insider trading, cybercrime) initiated by a government or law enforcement agency in the last 10 years?

If yes, please explain and provide details, including any resolution.

☐ Yes

☐ No

Justify your answer

Normal B I U ↺ ∞ A Aa +

Enter text...

12. Does your organization have a confidential whistleblower hotline through which potential non-compliance with anti-bribery and anti-corruption laws or your organization's internal controls can be reported?

If yes, please provide details.

☐ Yes

☐ No

Justify your answer

Normal B I U ↺ ∞ A Aa +

Enter text...

13. Has your organization investigated any internally reported instances of potential non-compliance with bribery and corruption laws or your organizations internal controls?

If yes, please provide details.

☐ Yes

☐ No

Justify your answer

Normal B I U ↺ ∞ A Aa +

Enter text...

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.

The screenshot displays the 'Collect Onboarding Related Documents' section, which is marked as 'Completed'. A list of documents to be collected is shown, including 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. A modal dialog titled 'Ready to Submit?' is overlaid on the screen, stating: 'You have filled all the details required for ESG Information Request to Supplier. Submit to complete the task.' The dialog features two buttons: 'I'll do it later' and a green 'Submit' button, which is highlighted with a red rectangle. Below the document list, the 'ESG Information Request to Supplier' section is shown with a status of 'Action pending'. It includes a prompt to 'Provide the following details:' and a single item, 'Supplier ESG Form', which is marked with a green checkmark and has an 'Edit' button next to it. At the bottom right of this section is a green 'Submit details' button.

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 header and a list of tasks. The first section, 'Collect Onboarding Related Documents', has a 'Completed' tag in the top right corner. It lists seven tasks, each preceded by a green checkmark: 'Company Information', 'Address Form', 'Contacts Form', 'SAP Ariba Details form', 'Payment Details', 'Payment Term and IncoTerm Confirmation', and 'Review & acknowledgement'. The second section, 'ESG Information Request to Supplier', also has a 'Completed' tag in the top right corner. Below the header, it says 'Provide the following details:' and lists one task with a green checkmark: 'Supplier ESG Form'. The 'Completed' tags in both sections are highlighted with red rectangles.

Task	Status
Collect Onboarding Related Documents	Completed
Company Information	Completed
Address Form	Completed
Contacts Form	Completed
SAP Ariba Details form	Completed
Payment Details	Completed
Payment Term and IncoTerm Confirmation	Completed
Review & acknowledgement	Completed
ESG Information Request to Supplier	Completed
Supplier ESG Form	Completed

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

Lonza

