Making the Medicines of Tomorrow

Lonza

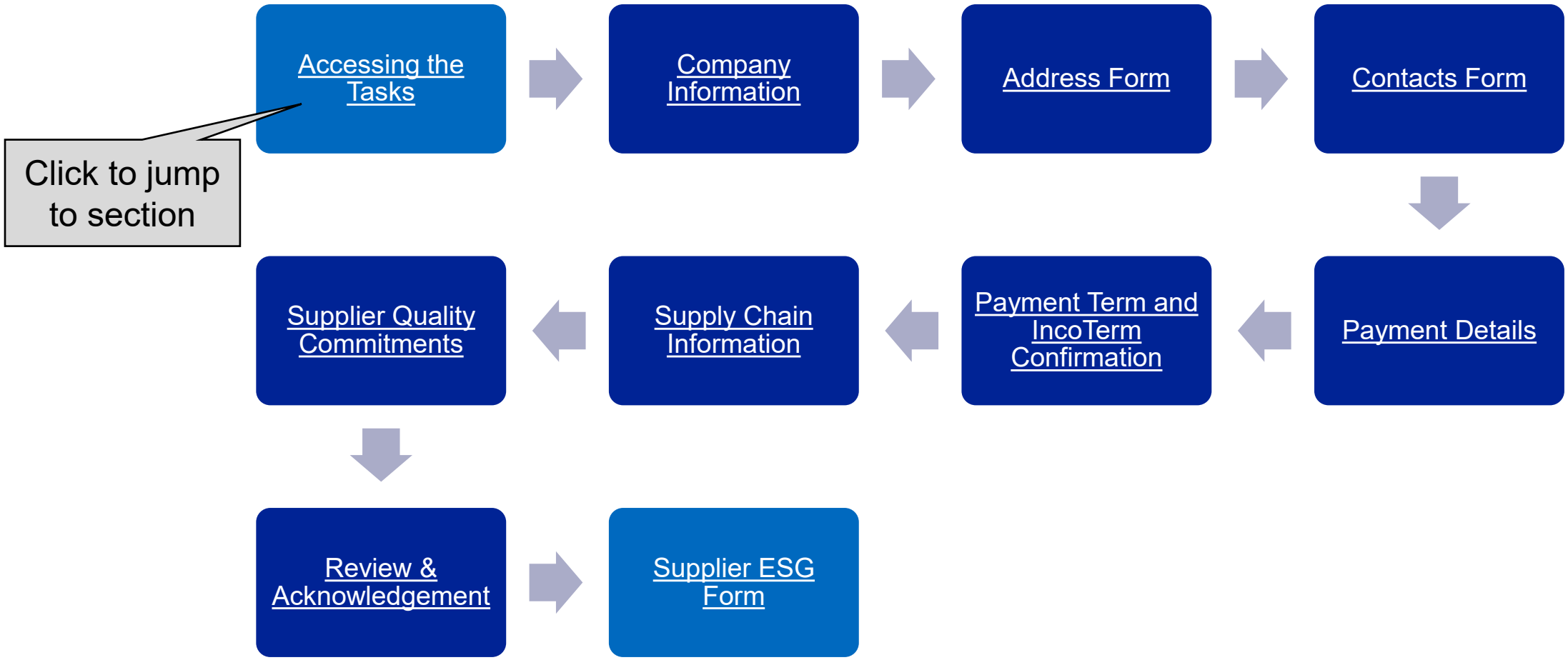
Getting Started as a Supplier

Step-by-Step Guide

Public

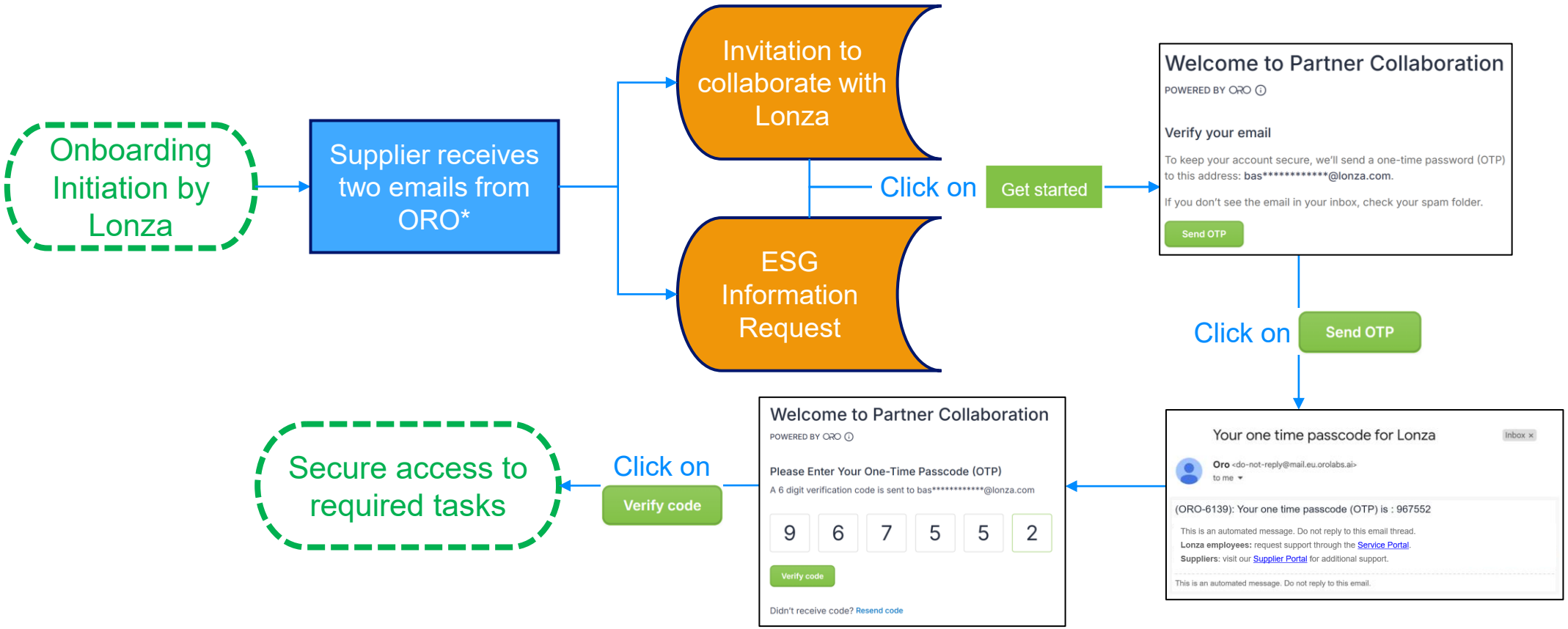
Step-by-Step Guide to get started as a Supplier

Overview of the whole Process



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

Overview to access Lonza's Task Site



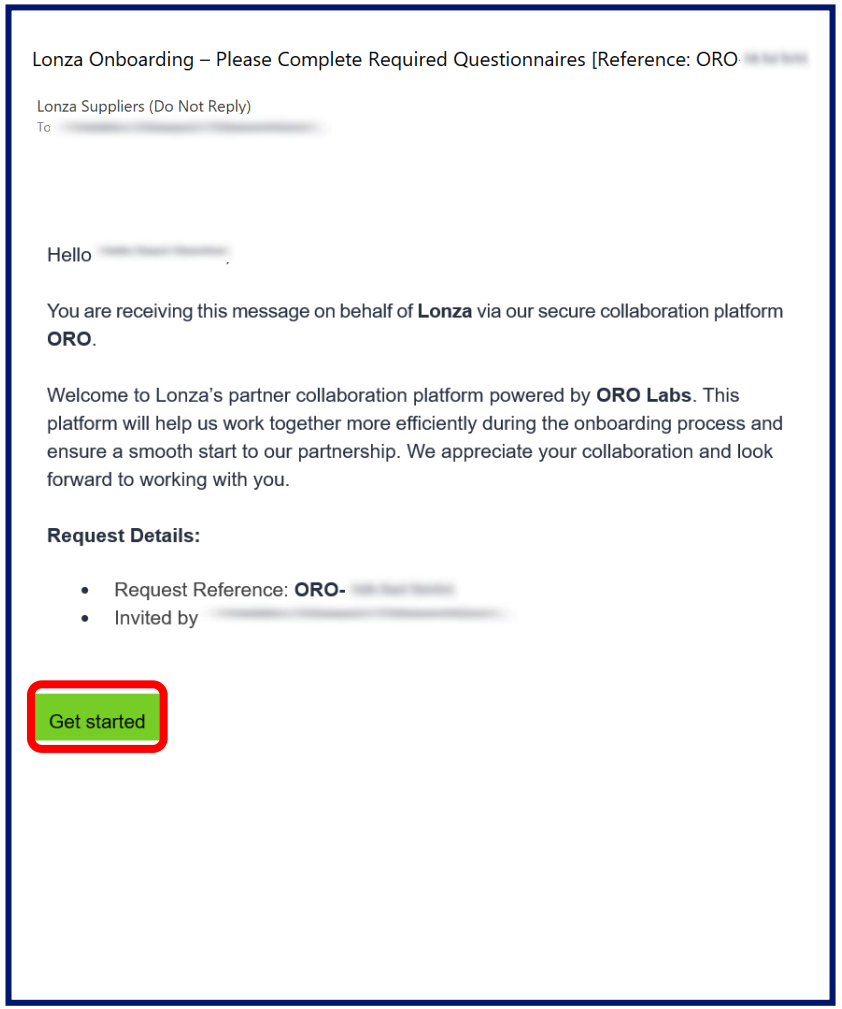
Lonza Suppliers (Do Not Reply) : supplier-do-not-reply@lonza.com

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.



Lonza Onboarding – Please Complete Required Questionnaires [Reference: ORO

Lonza Suppliers (Do Not Reply)

To

Hello

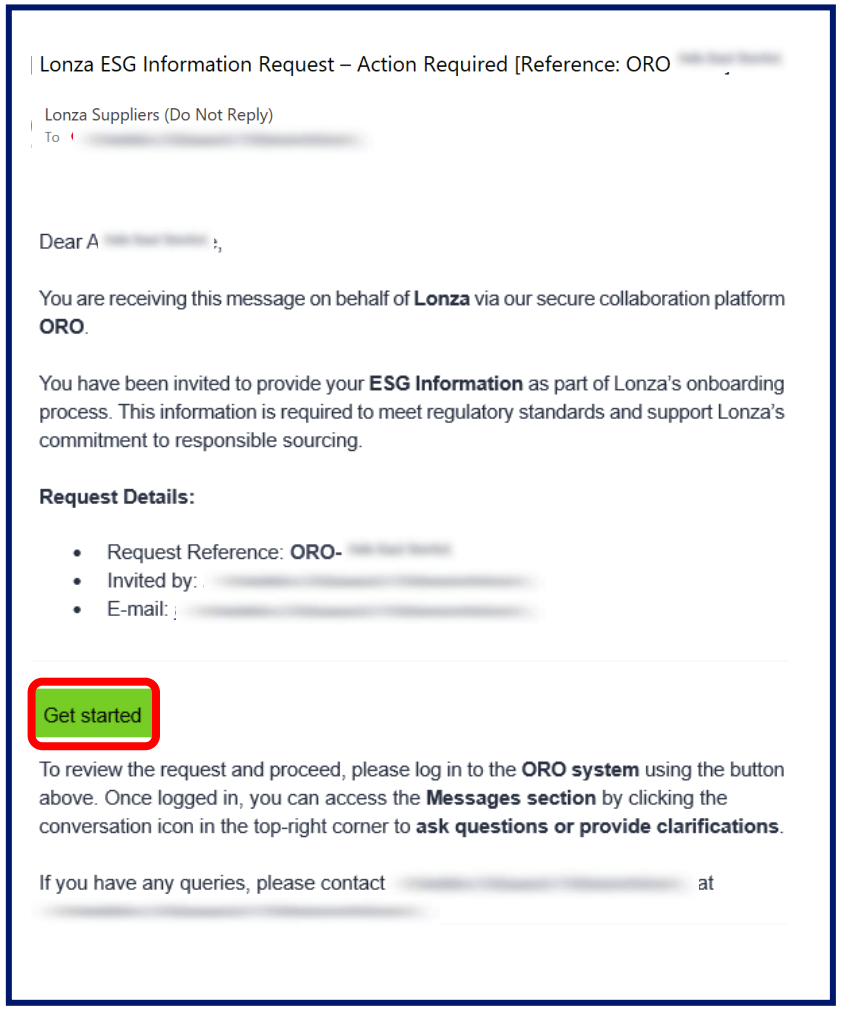
You are receiving this message on behalf of **Lonza** via our secure collaboration platform **ORO**.

Welcome to Lonza’s partner collaboration platform powered by **ORO Labs**. This platform will help us work together more efficiently during the onboarding process and ensure a smooth start to our partnership. We appreciate your collaboration and look forward to working with you.

Request Details:

- Request Reference: **ORO-**
- Invited by

Get started



Lonza ESG Information Request – Action Required [Reference: ORO

Lonza Suppliers (Do Not Reply)

To

Dear A

You are receiving this message on behalf of **Lonza** via our secure collaboration platform **ORO**.

You have been invited to provide your **ESG Information** as part of Lonza’s onboarding process. This information is required to meet regulatory standards and support Lonza’s commitment to responsible sourcing.

Request Details:

- Request Reference: **ORO-**
- Invited by:
- E-mail:

Get started

To review the request and proceed, please log in to the **ORO system** using the button above. Once logged in, you can access the **Messages section** by clicking the conversation icon in the top-right corner to **ask questions or provide clarifications**.

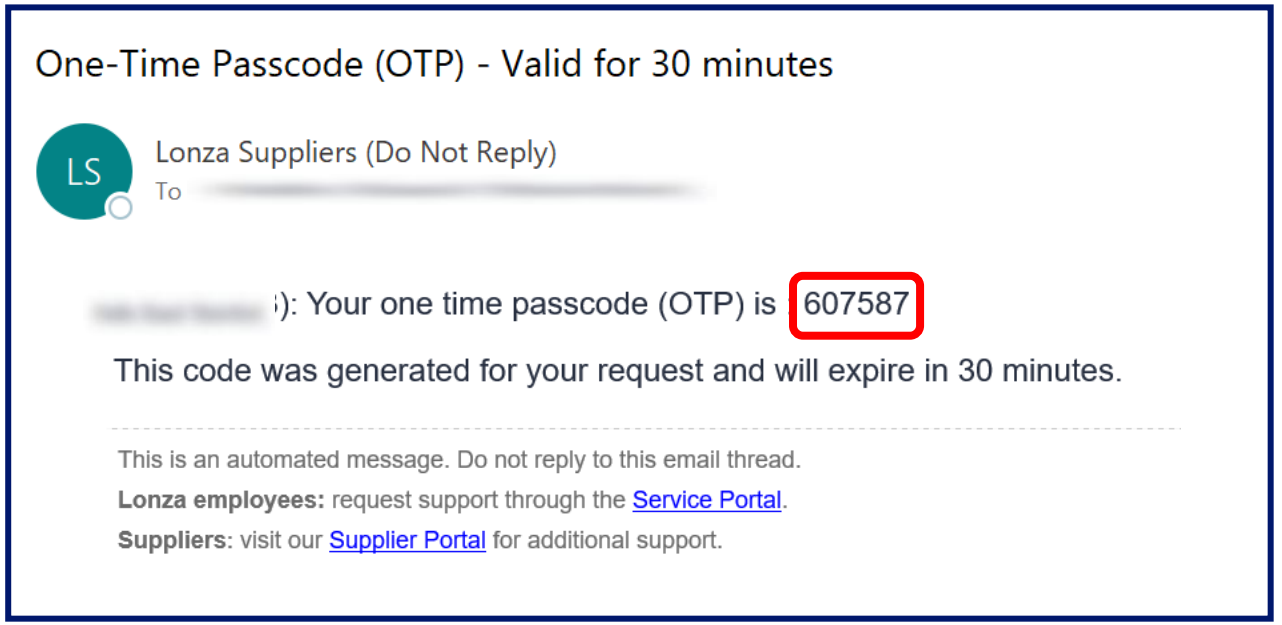
If you have any queries, please contact at

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

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.

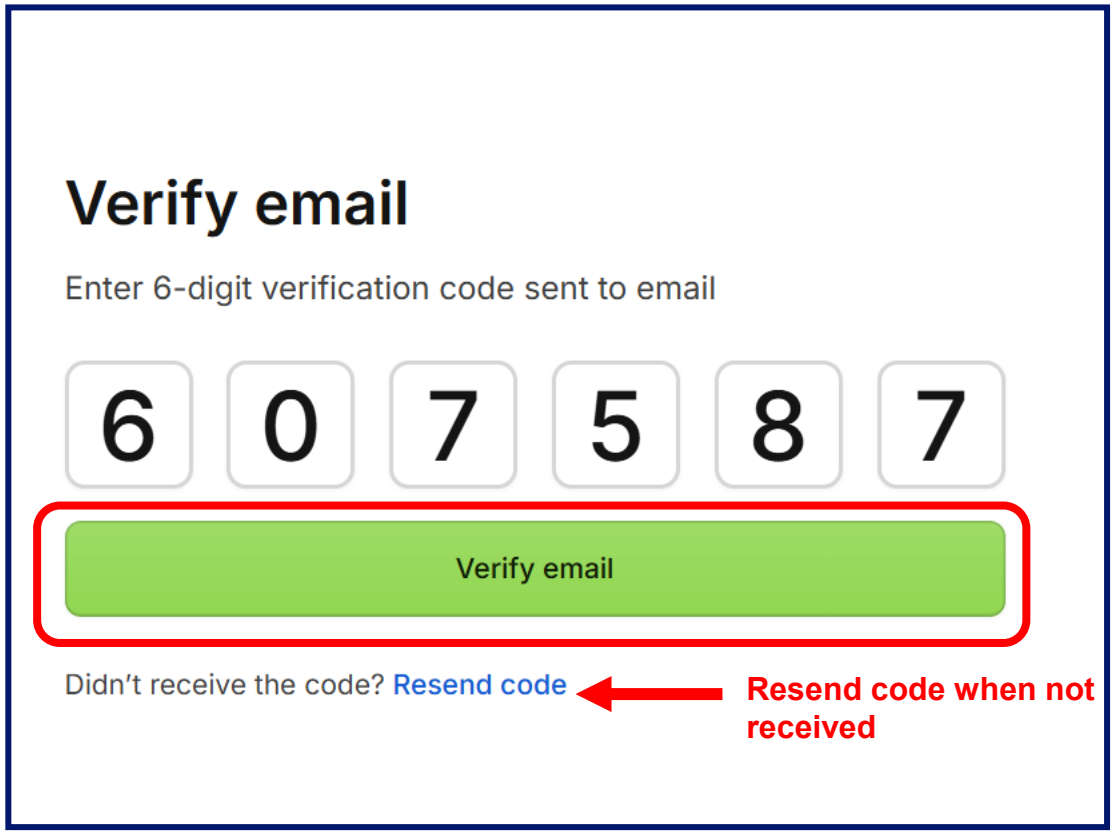


Step-by-Step Guide to get started as a Supplier

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.

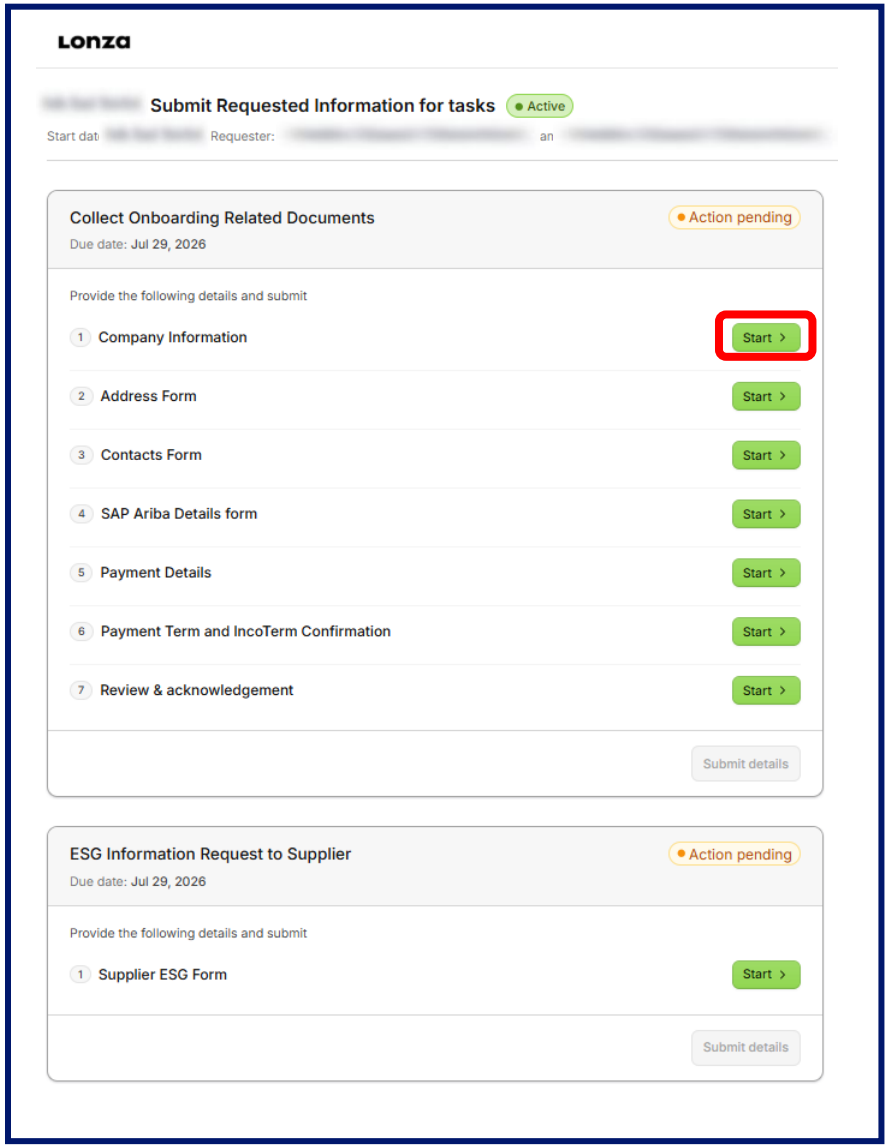


Step-by-Step Guide to get started as a Supplier

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“**.

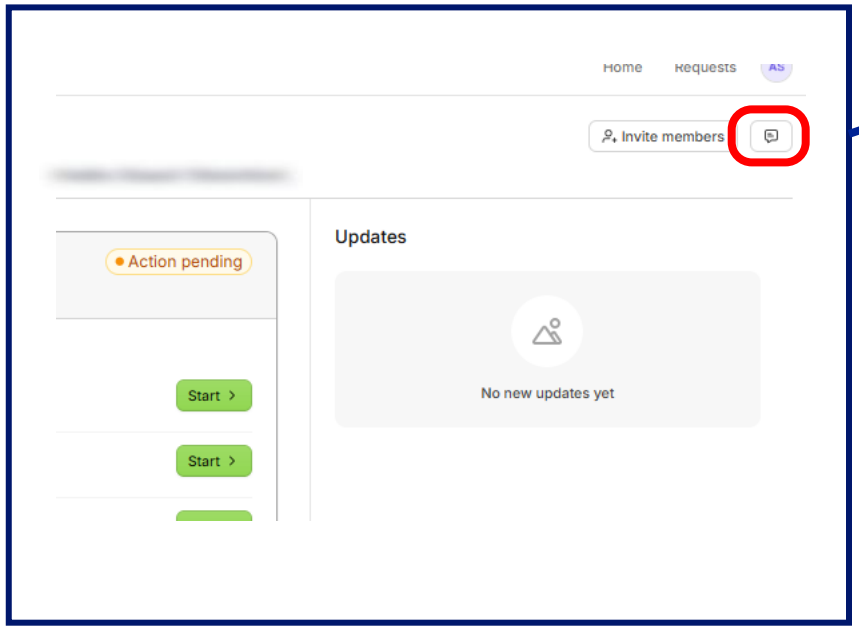


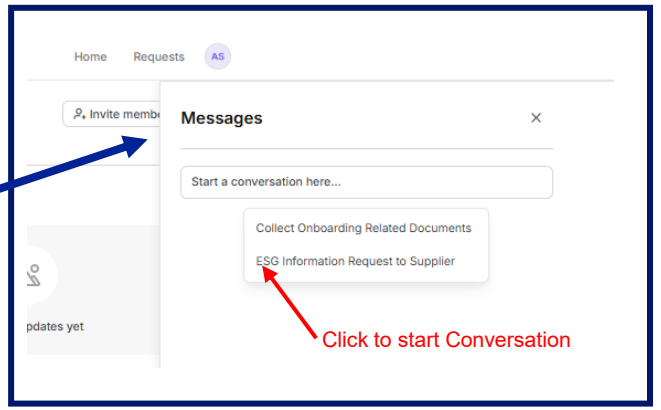
Step-by-Step Guide to get started as a Supplier

Comment Section for Clarification and Language Change

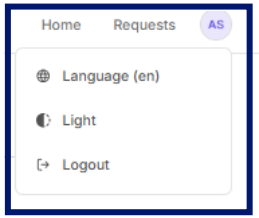
6. Comment Section and Language

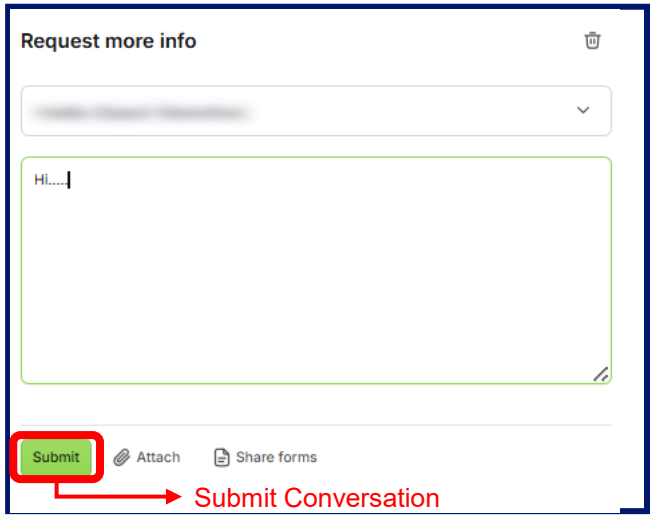
- Suppliers can use the **“Messages”** option to contact the requester directly. Click on **“Start a conversation here…”** to ask questions or request clarification.
- Documents can also be attached or request forms shared with the requester if needed.
- The **“Messages”** option is accessible during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





Click to chance the language



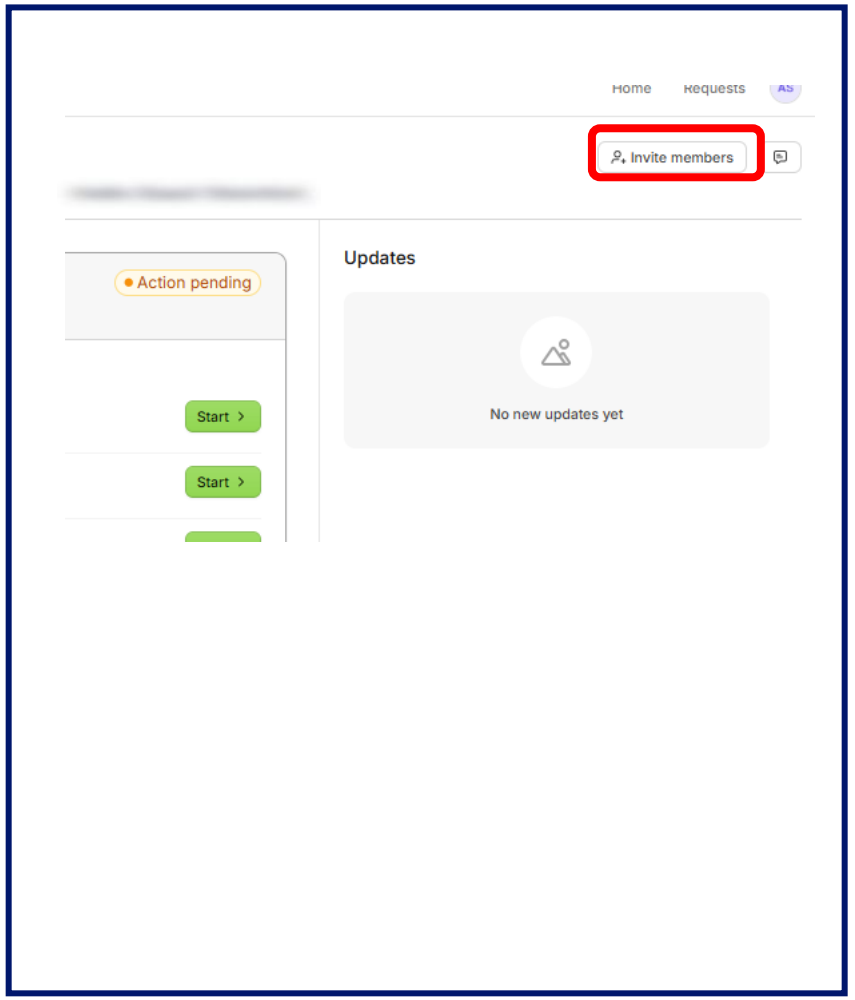


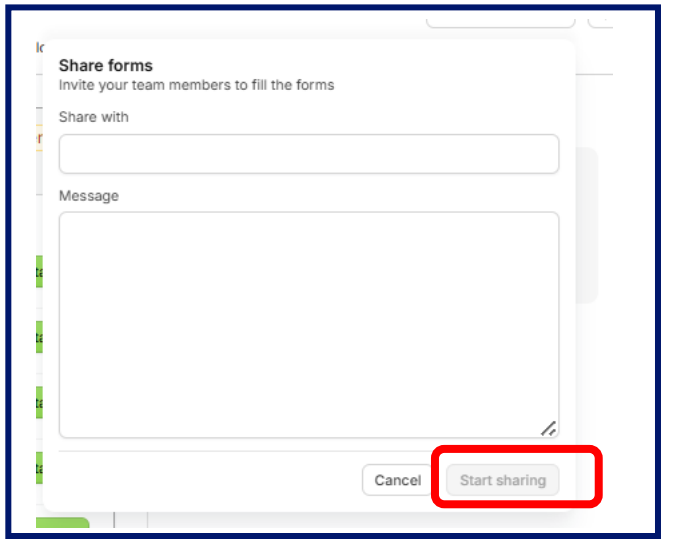
Step-by-Step Guide to get started as a Supplier

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.



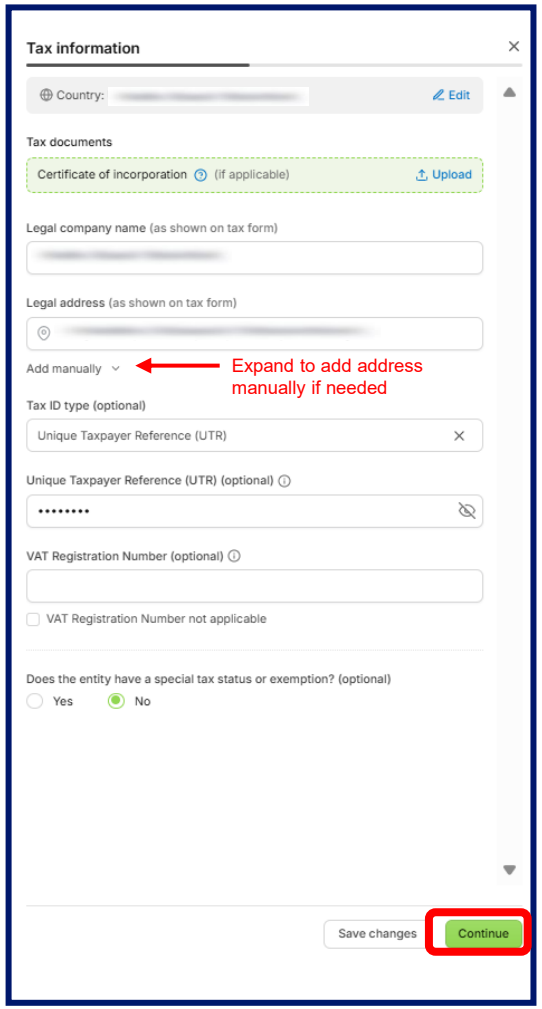


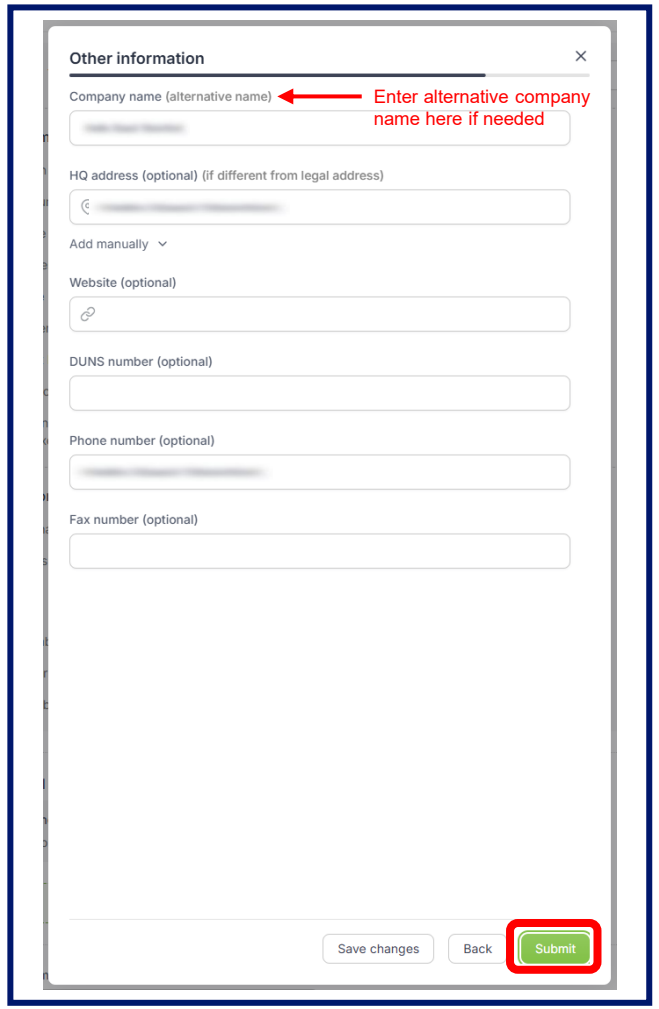
Step-by-Step Guide to get started as a Supplier

Company Information Form is composed of two Pages

8.–9. Company Information

- Upon starting the request by clicking on **“Start”**, the task **“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.



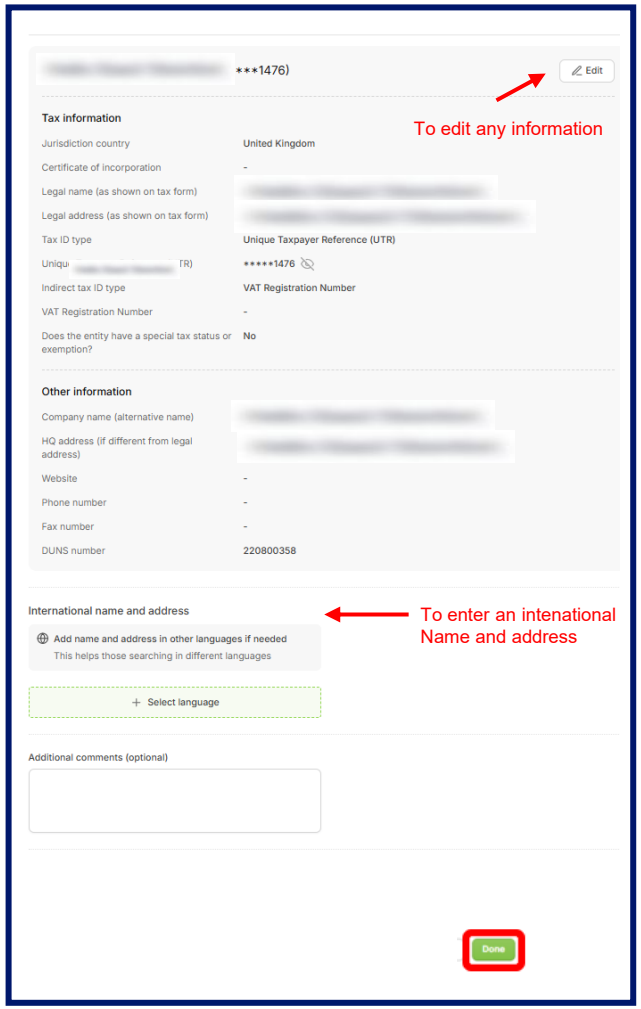


Step-by-Step Guide to get started as a Supplier

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**

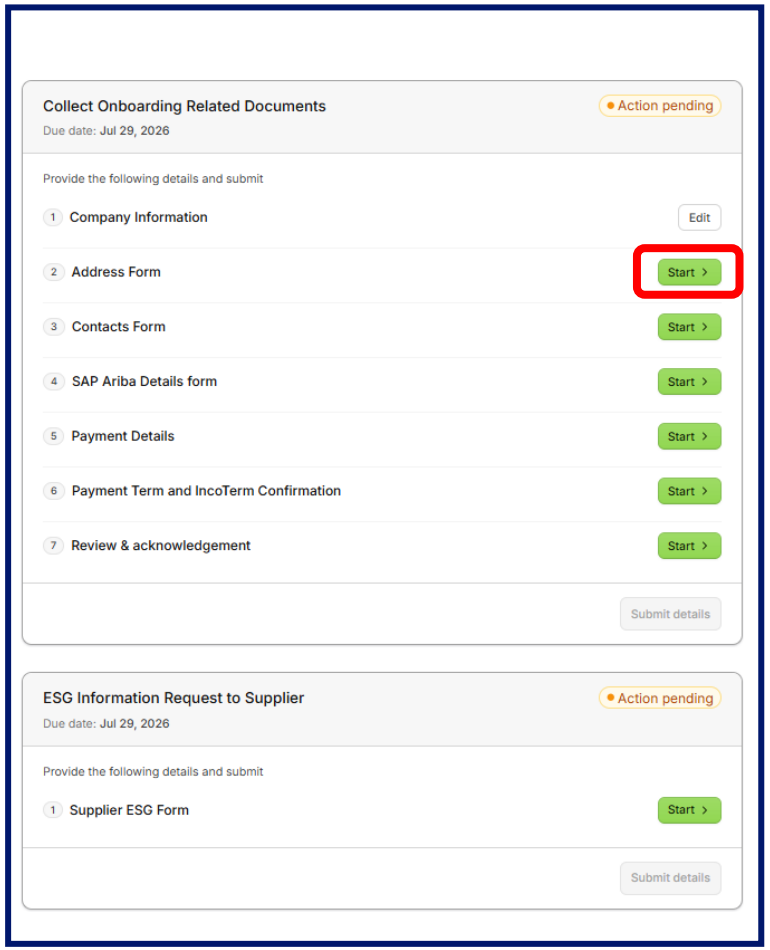


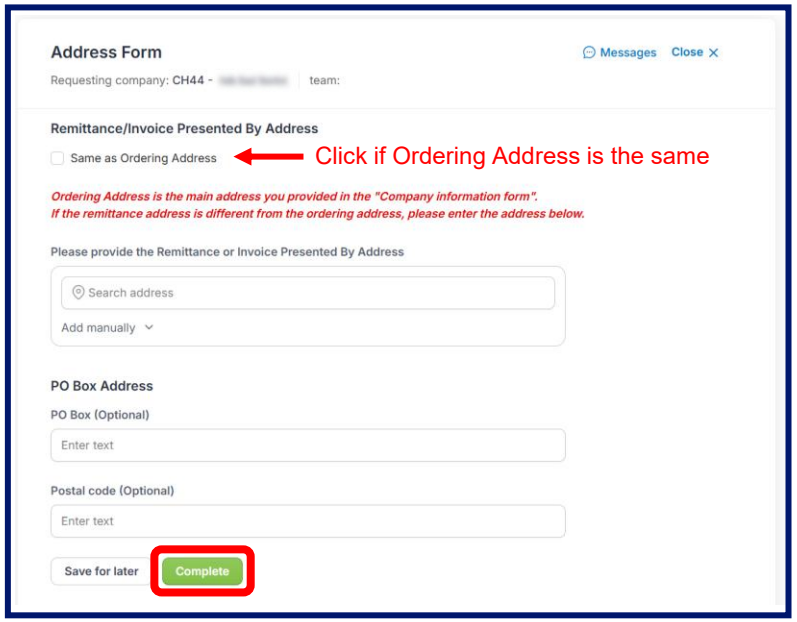
Step-by-Step Guide to get started as a Supplier

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.



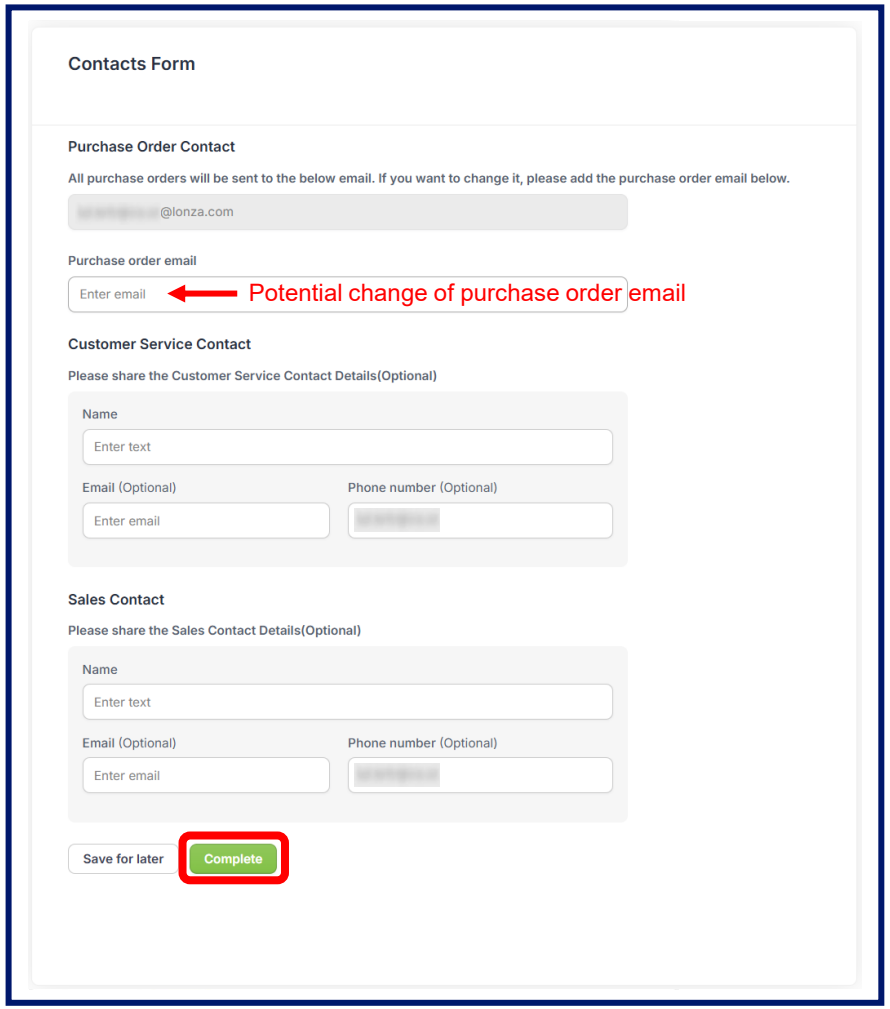


Step-by-Step Guide to get started as a Supplier

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.

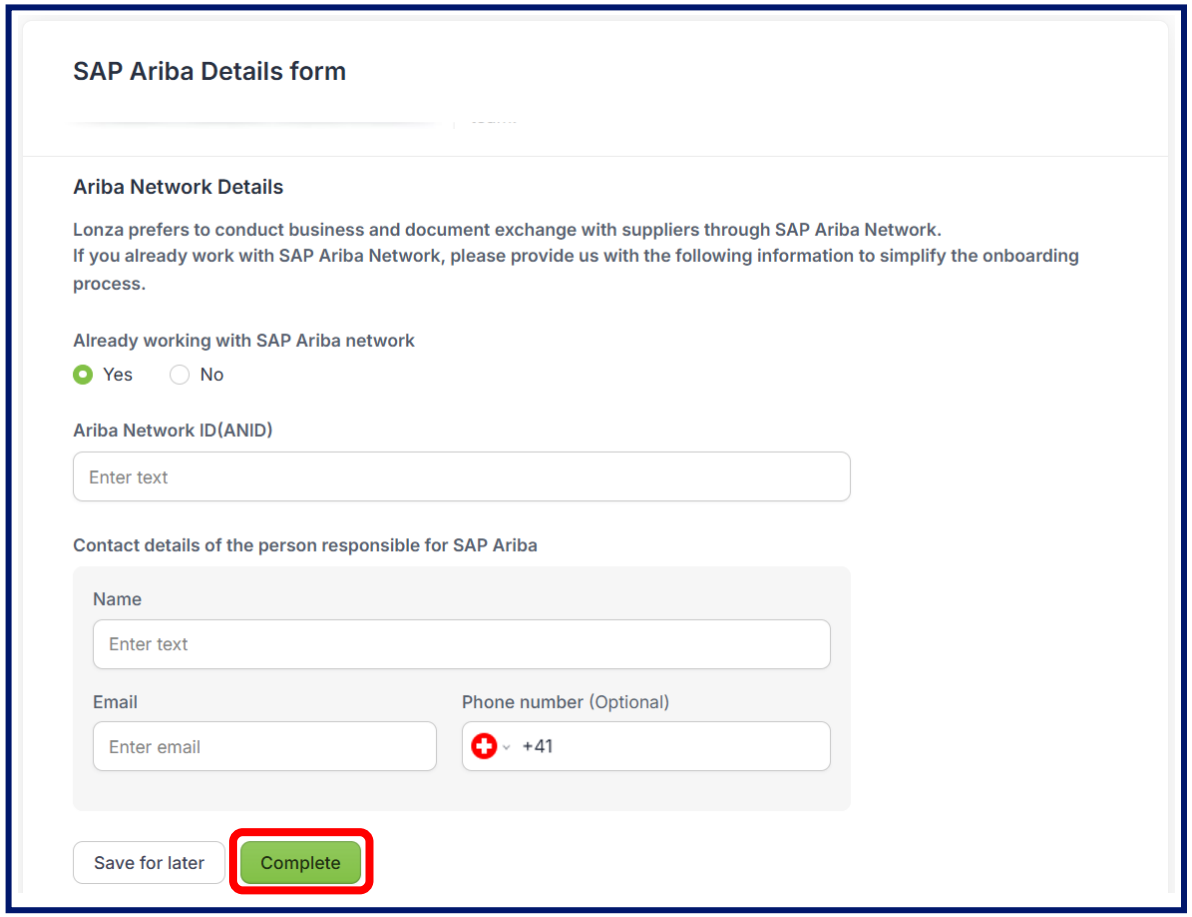


Step-by-Step Guide to get started as a Supplier

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.

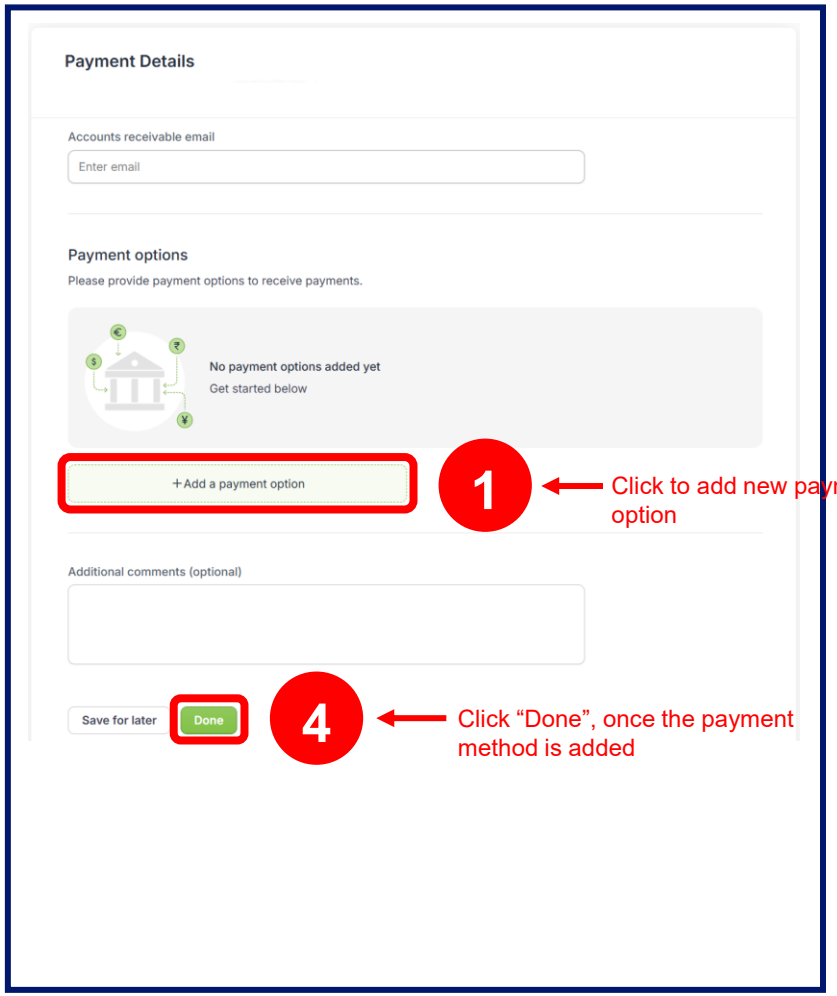


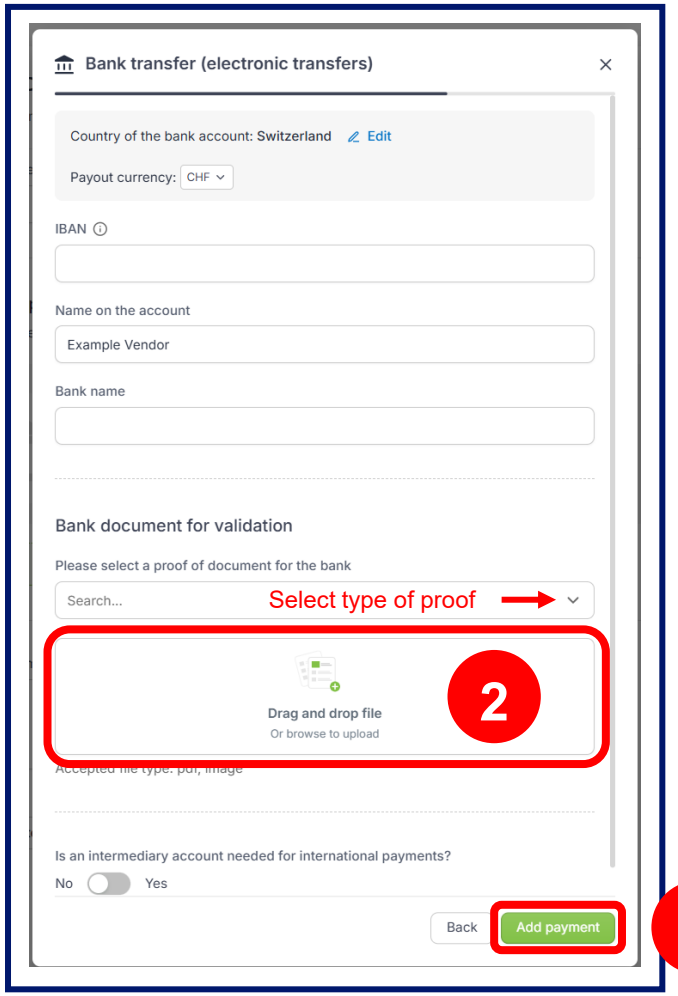
Step-by-Step Guide to get started as a Supplier

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.



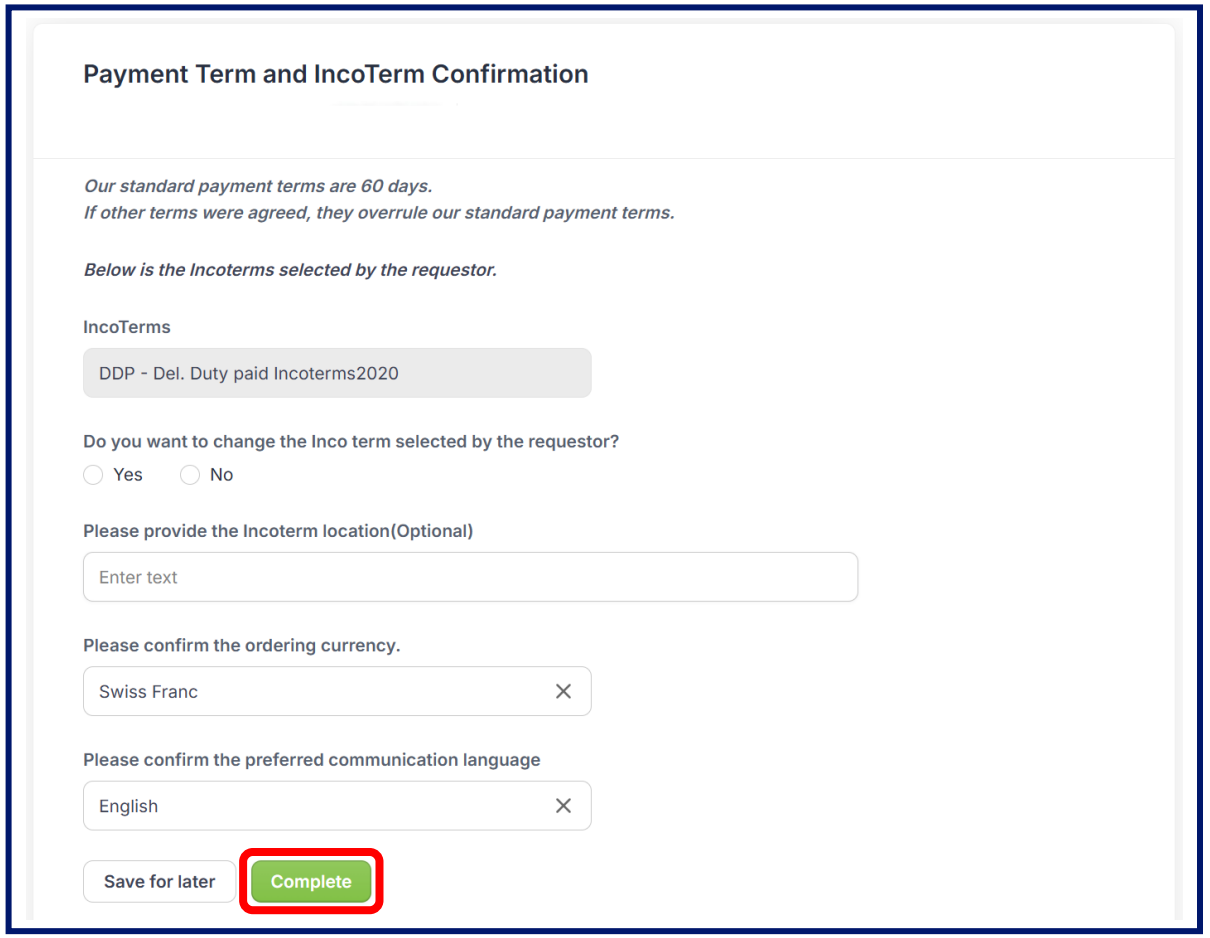


Step-by-Step Guide to get started as a Supplier

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.

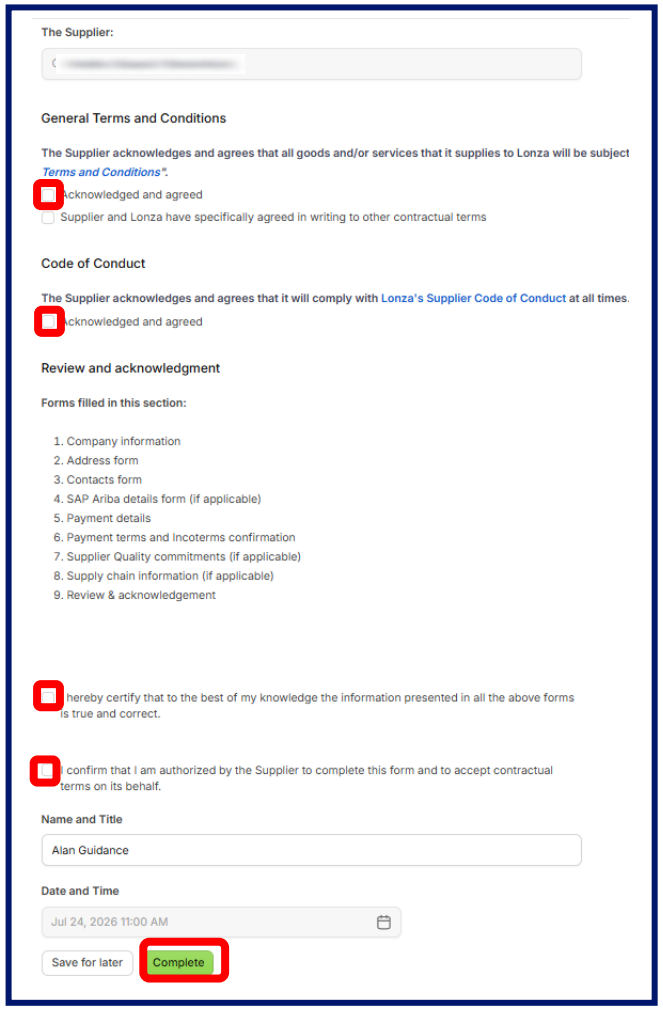


Step-by-Step Guide to get started as a Supplier

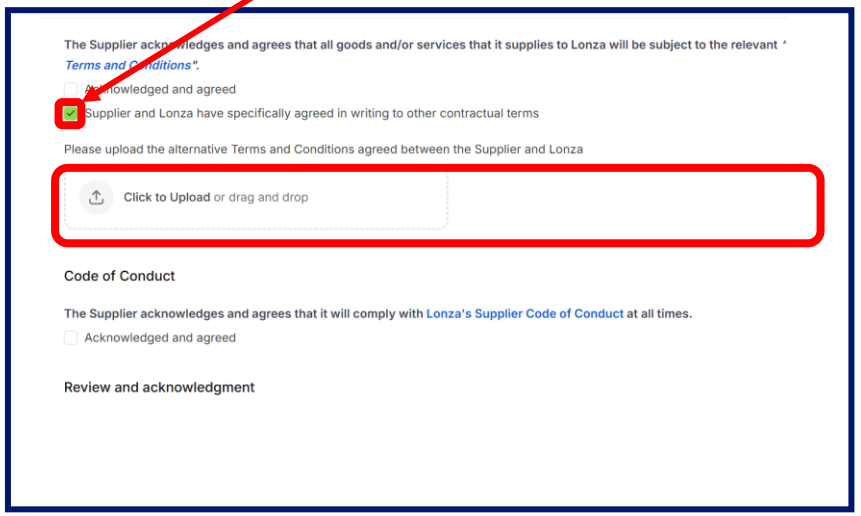
Review and accept the Conditions

23. Review & Acknowledgement

- Additional background questions must be answered.
- Confirm compliance with **Lonza's Terms & Conditions** and **Supplier Code of Conduct**.
- If **alternative terms and conditions** have been agreed, upload the agreed document in the attachment area (drag and drop box) for **transparency** and review.
- **Tick all required checkboxes**; uploaded conditions will apply upon submission.
- **"Complete"** to finalize the request.



Select this box for alternative T&Cs agreed

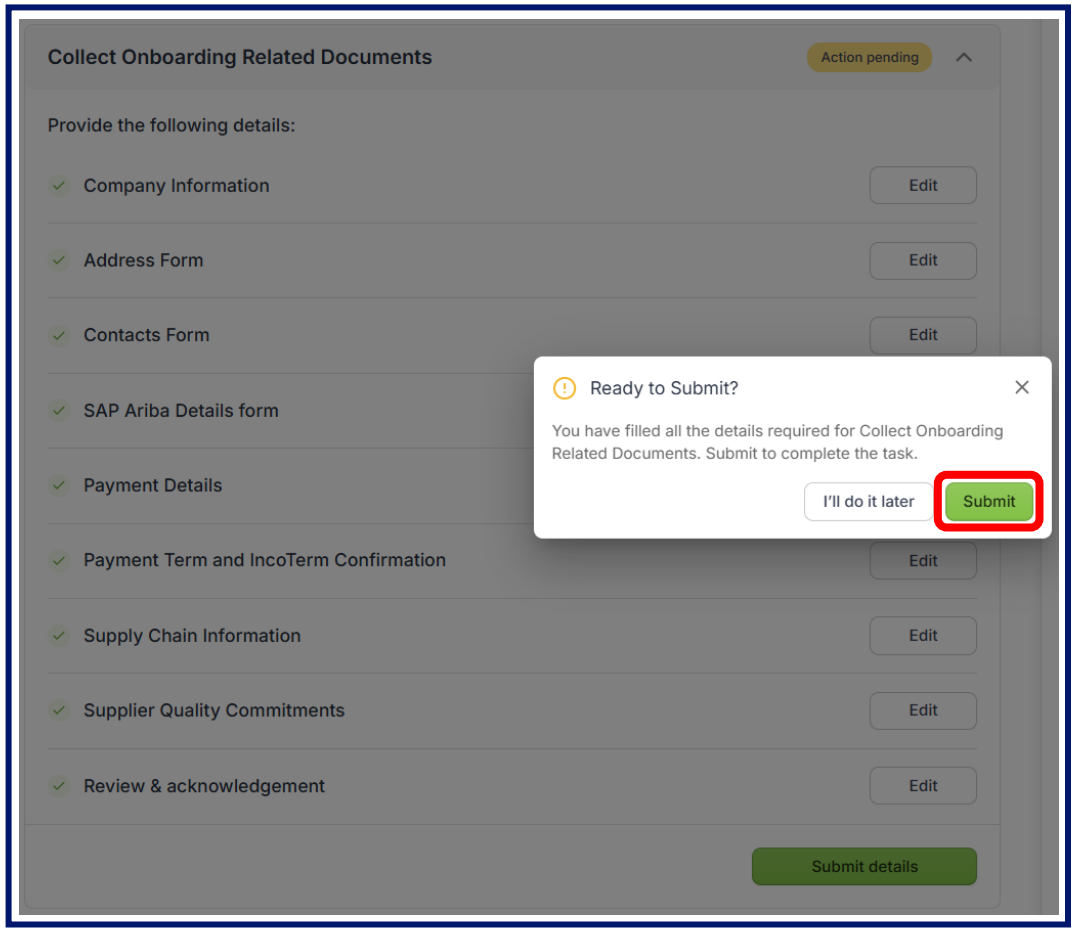


Step-by-Step Guide to get started as a Supplier

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.

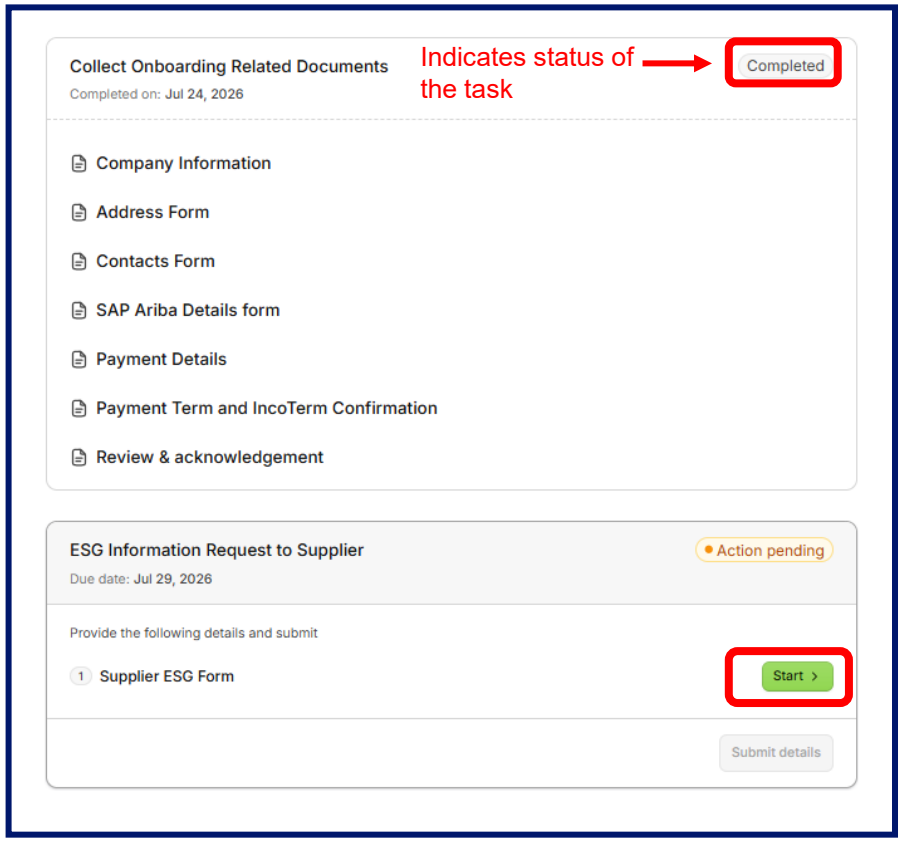


Step-by-Step Guide to get started as a Supplier

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.

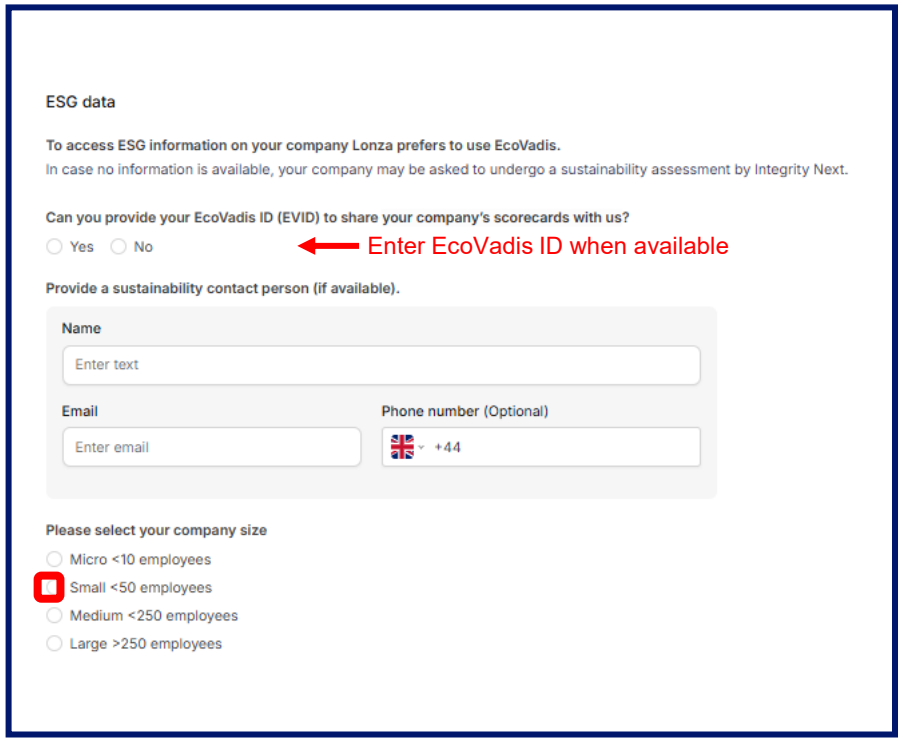


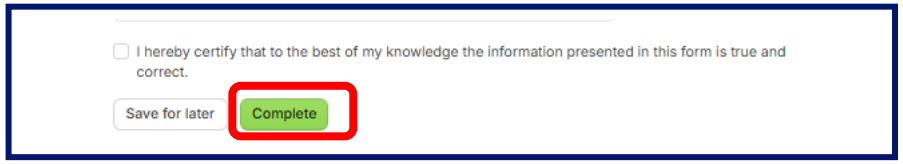
Step-by-Step Guide to get started as a Supplier

Provide available ESG Information

26. Supplier ESG Form

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



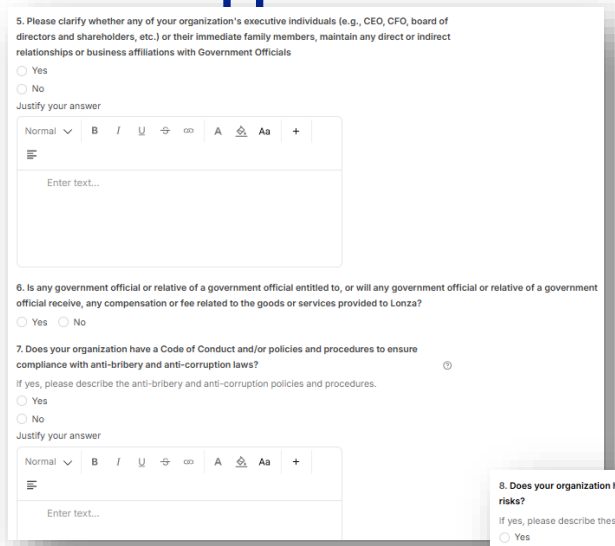


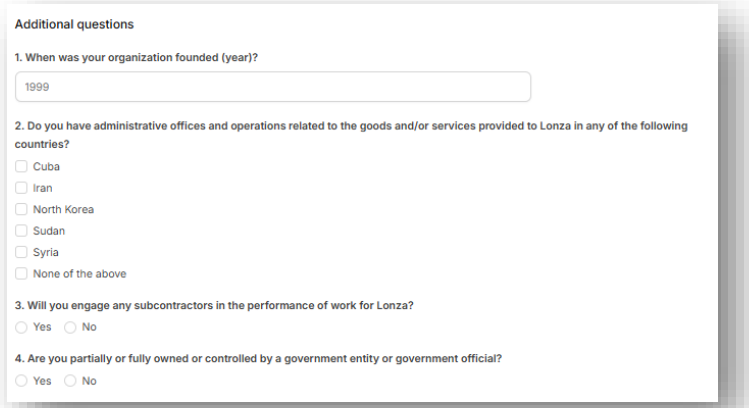
Step-by-Step Guide to get started as a Supplier

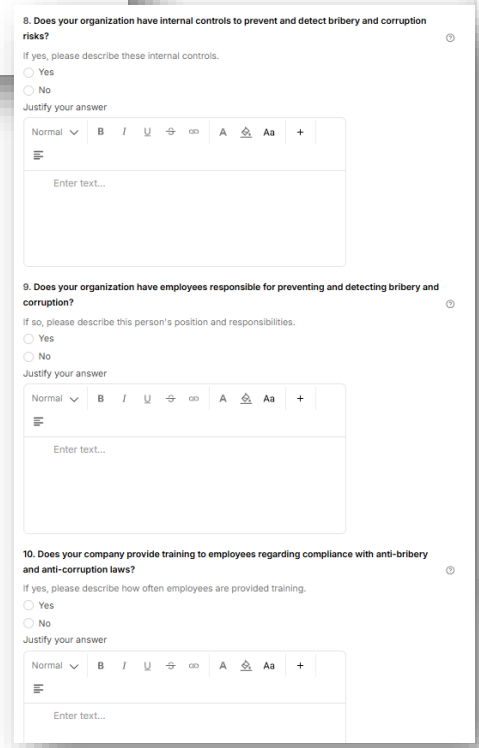
Provide available ESG Information

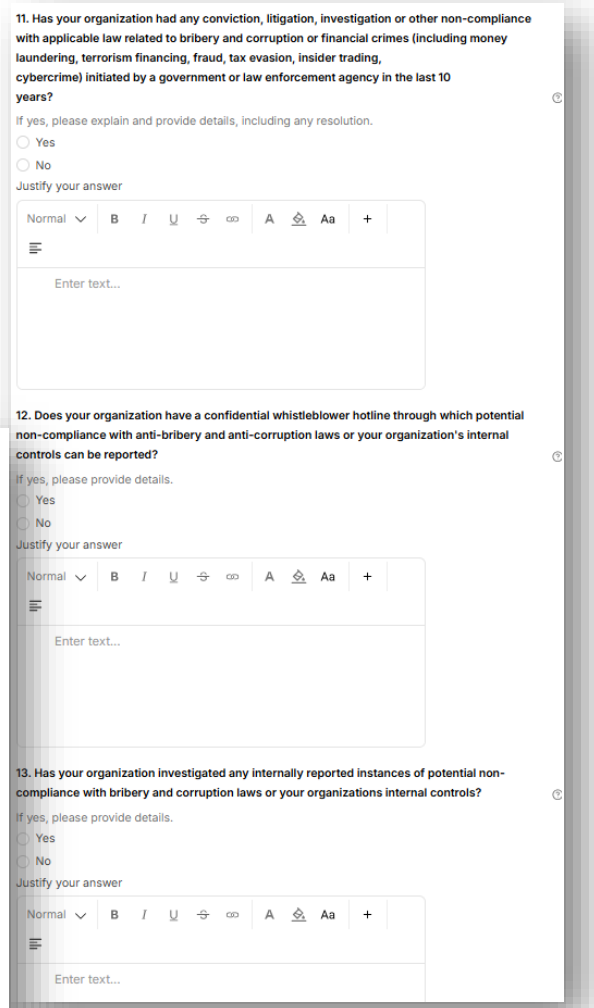
26. Supplier ESG Form

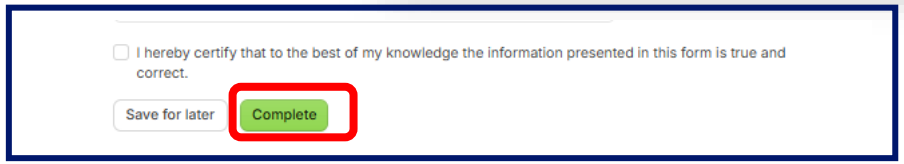
- Depending on the information shared by the requester when filling the ABAC(Anti-Bribery and Anti-Corruption) form, additional questions may appear .
- **“Complete”** to finalize the request.









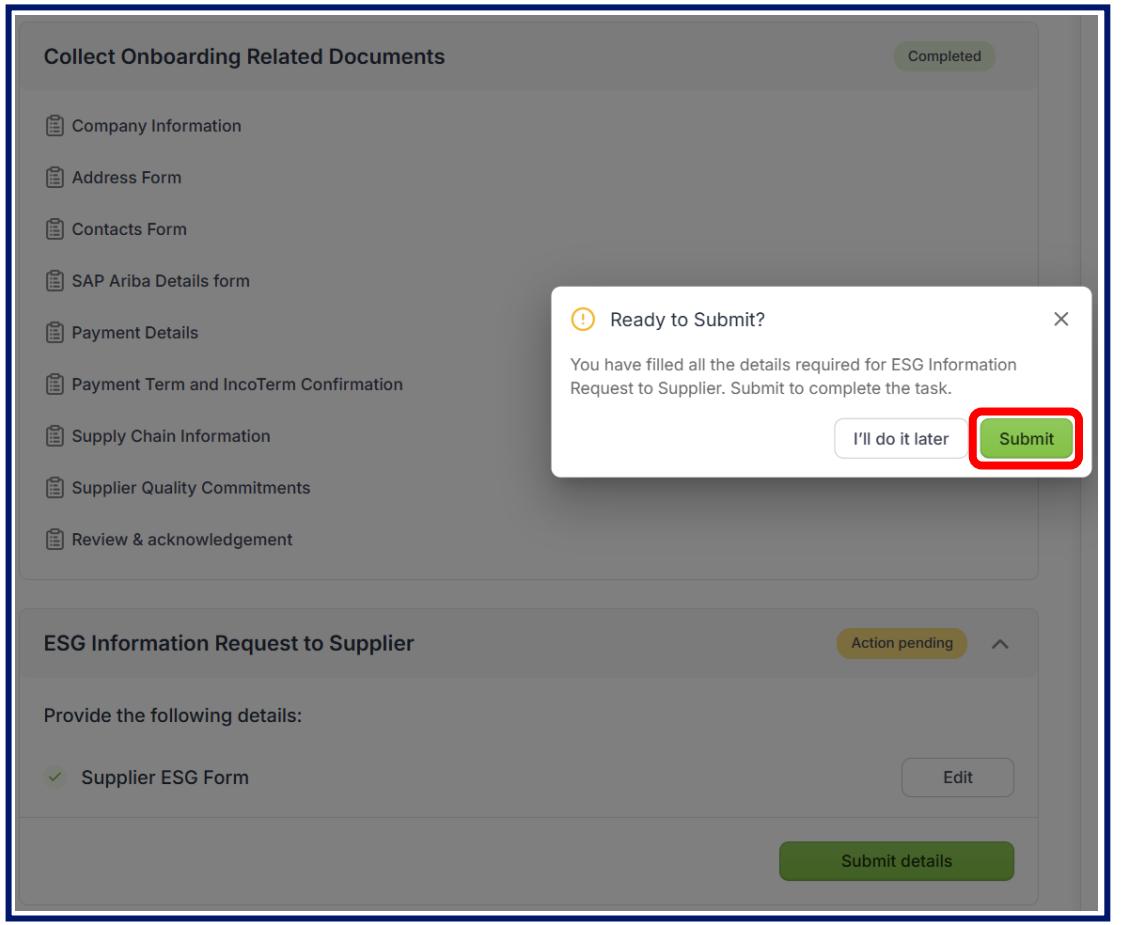


Step-by-Step Guide to get started as a Supplier

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.

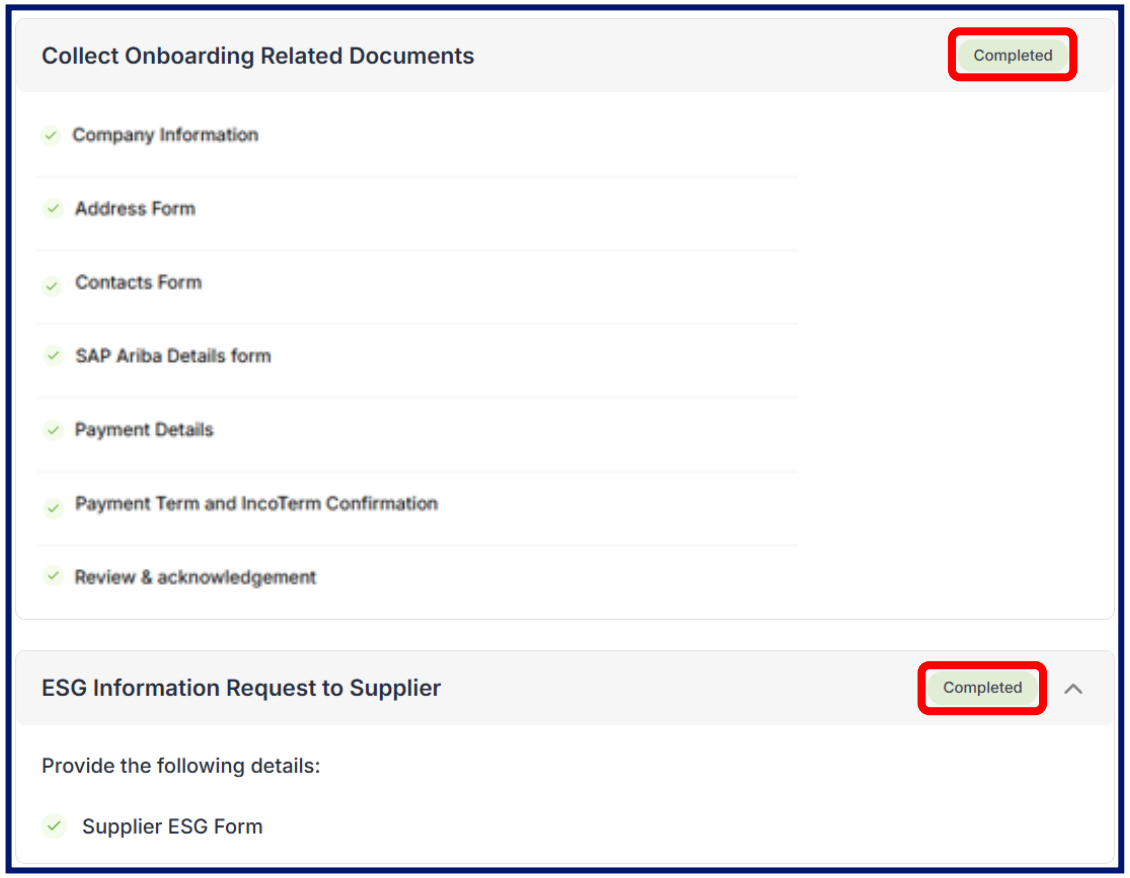


Step-by-Step Guide to get started as a Supplier

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.



We are looking forward to collaborating with you through ORO!