Supplier FAQs

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1. Access & Technical Issues

Q1. I received an email invite to provide information in SLM (ORO). Is it legitimate?

Yes. Invitations are sent by Lonza through the ORO platform and are sent from **supplier-do-not-reply@lonza.com**. The email will include your company name (as entered by the requester) and the details of your Lonza requester or contact. If you are unsure about the authenticity of an invitation, please contact your Lonza representative directly for confirmation.

Q2. The link doesn't open / I see a blank page or error.

Try opening the link in Google Chrome or Microsoft Edge, clearing your browser cache, or using a private/incognito window. If the link has expired, contact your Lonza representative and request a new invitation. If the issue persists, please contact your Lonza representative for further assistance.

Q3. Our IT policy blocks unknown links. What should we do?

Supplier collaboration platform communications are sent from **supplier-do-not-reply@lonza.com**. If links in the invitation email are blocked by your organization's security settings, add this address to your safe senders list or ask your IT team to allow emails and links from this sender. If in doubt, contact your Lonza representative directly.

2. Data & Document Requirements

Q4. Who can see the documents I upload? Are they confidential?

SLM (ORO) requests only the documents needed for Lonza's due diligence (e.g., tax/bank data, ESG/quality questionnaires). Access is restricted to authorized Lonza stakeholders for the specific request. If you cannot share a document, mention this in the request comments so alternatives can be discussed.

Q5. What file formats and sizes are accepted?

Use common formats (PDF, XLSX, DOCX, PPTX, JPG/PNG) unless the task specifies otherwise. If an upload fails, compress or split the file and add a note in Comments.

Q6. Can I update or replace a document after completing a task?

Yes. As long as the task has not been submitted, it remains editable and you can upload a revised file. Once the task is submitted, contact your Lonza representative to request reopening or provide an alternative solution.

3. Process & Workflow

Q7. How long does onboarding take?

It depends on data completeness and required checks (e.g., QA or ESG). Upload all requested information promptly and respond to comments quickly to avoid delays.

Q8. How do I collaborate with colleagues?
Use the ‘Invite members’ option in ORO, enter the colleague’s email, and click ‘Start sharing’. They will receive an OTP to log in and complete all required information.

Q9. How do I access and share information requested?
You will receive an email from **supplier-do-not-reply@lonza.com** with a **Get Started** link. After clicking the link, a one-time passcode (OTP) will be automatically sent to your email address. Enter the OTP to log in and access the requested information.

Q10. What should I do if something is unclear during the completion of all processes or if I need to change the language?
Use the ‘Messages’ option to ask questions or share documents. To change the portal language, use the Language selector in the top-right corner.

Q11. Can I follow up and check status of my process
Yes. All requests addressed to you can be monitored at any time, allowing you to see their status (e.g. in progress, completed).

4. Compliance, ESG & Support

Q11. Where can I find the Supplier Code of Conduct?
You can find it here: Supplier Code of Conduct | Lonza.

Q12. Why am I asked to complete an ESG/IntegrityNext/EcoVadis assessment?
This is required when third-party records (e.g., EcoVadis or DUNS) are missing or show higher risk. If you already have valid EcoVadis or DUNS information, include it to avoid duplicate work.

Q13. Why is Lonza asking us to accept its Terms & Conditions?
Lonza requires suppliers to agree to its standard Terms & Conditions and Code of Conduct as part of onboarding to ensure compliance and governance.

Q14. What if we cannot accept Lonza’s T&C?
If you cannot accept Lonza's Terms & Conditions, discuss this with your Lonza requester contact. If an alternative agreement is reached, select the appropriated checkbox on the **review and acknowledgment** form and upload agreed T&C’s for review and transparency.

Q15. Who do we contact for help?
You can use the internal communication chat section to ask questions, provide clarifications, or share files. The requester will be notified of your comments and can respond directly within the request

Q16. Can we change the contact email for the invitation?
Yes, as outlined in Q8, you can invite another team member. To fully remove an existing user, please reach out to your Lonza contact.