

Supplier Performance Evaluation on ORO

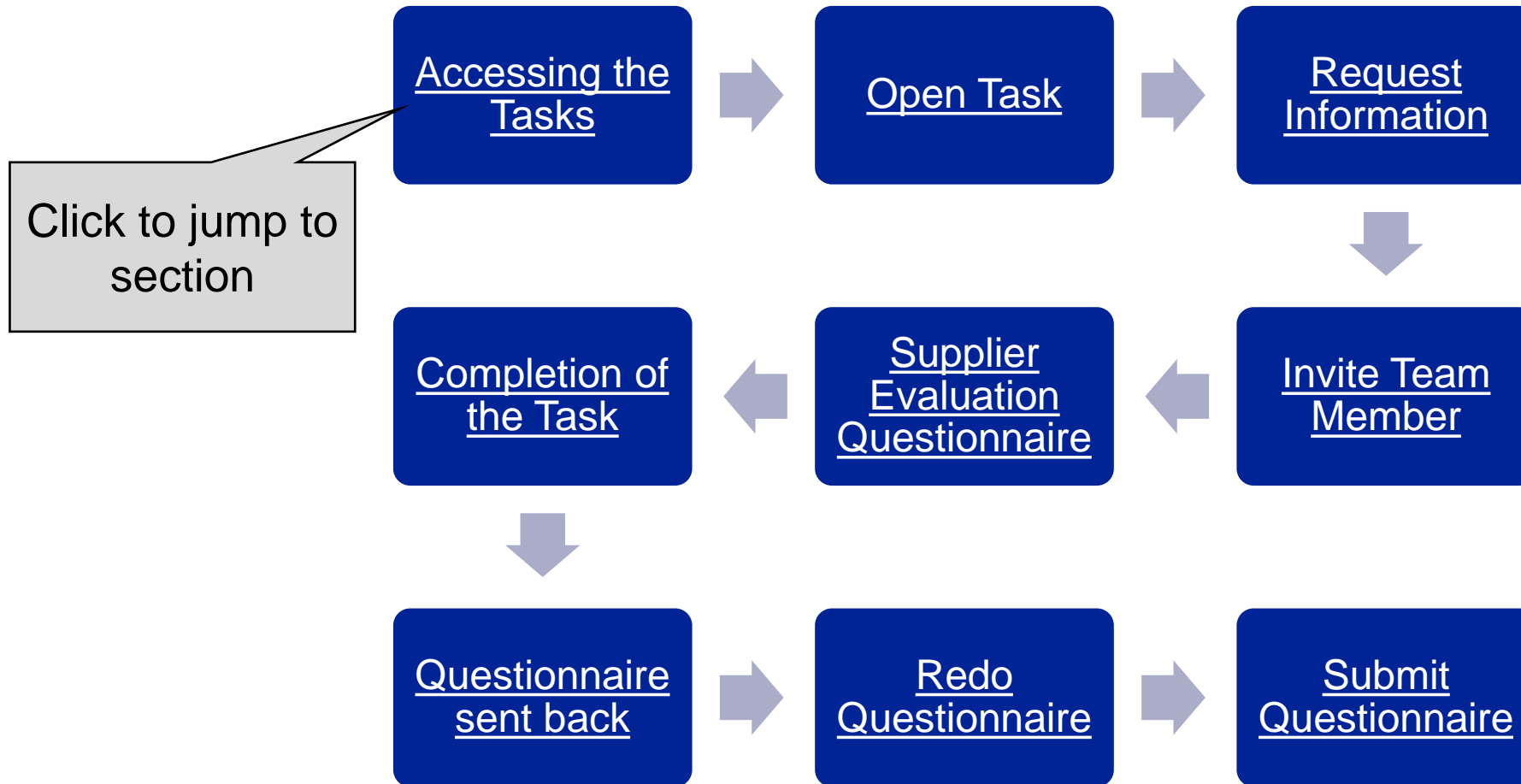
Step-by-Step Guide

Public



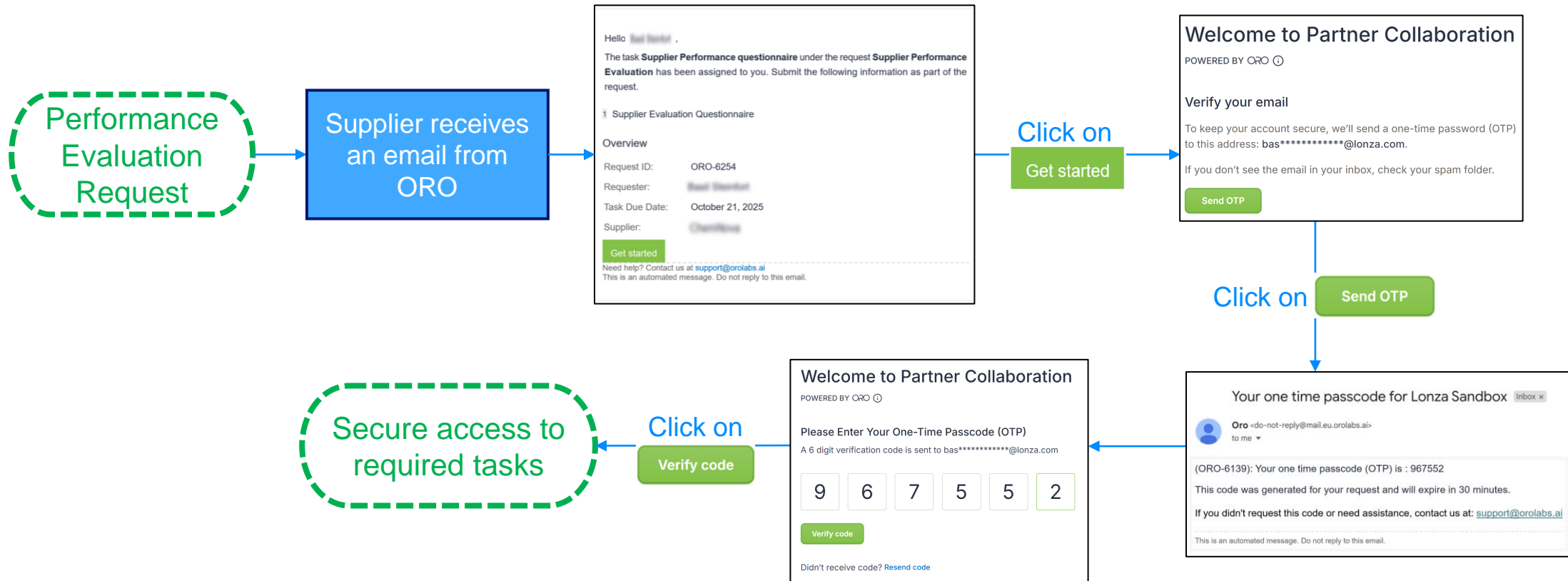
Step-by-Step Guide for the Performance Evaluation

Overview of the Process



Step-by-Step Guide for the Performance Evaluation

Overview to access the Lonza's Task Site

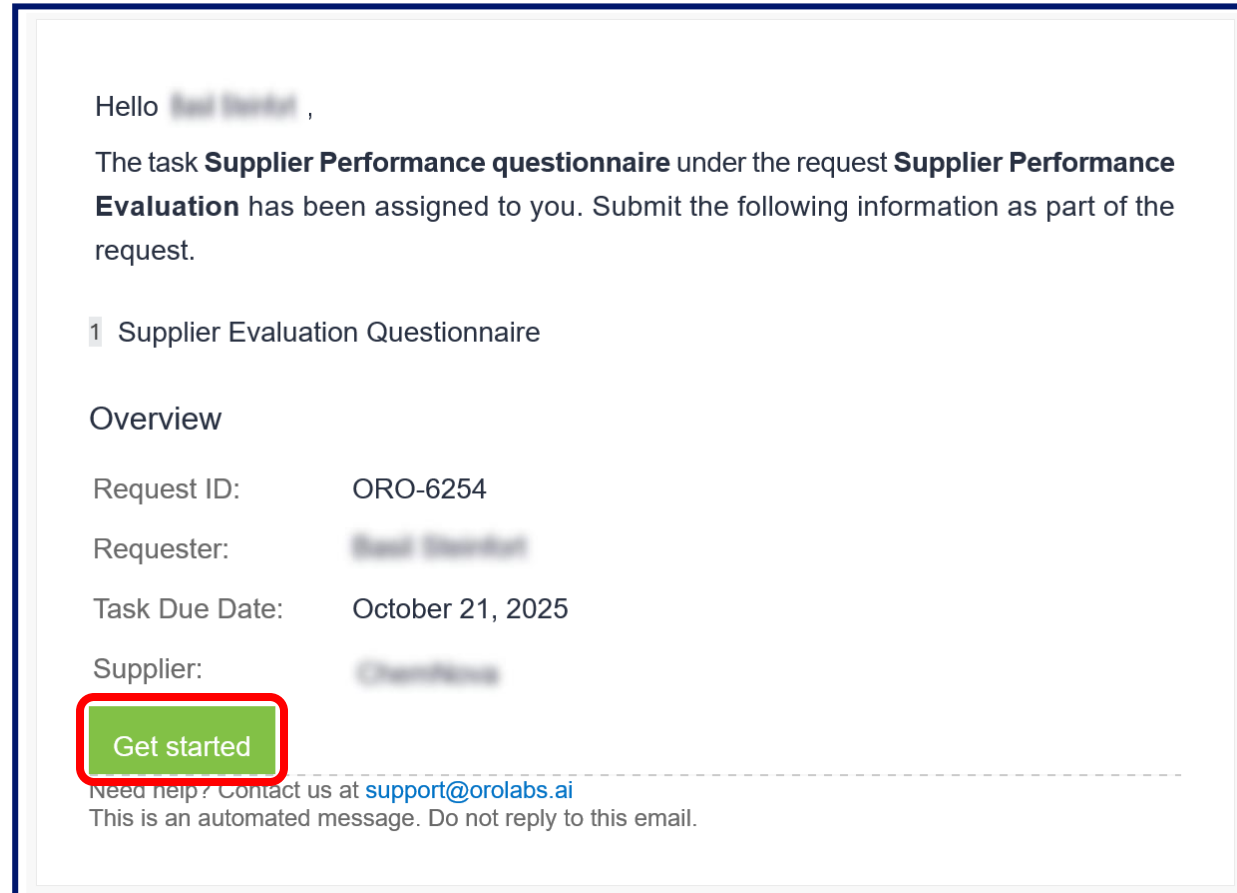


Step-by-Step Guide for the Performance Evaluation

Task Request is sent by Mail

1. Accessing the Task

- An email is sent using your company name and email address.
- It requests the completing of a **Supplier Performance questionnaire**.
- To access the task, please click on the **“Get started”** field.



Step-by-Step Guide for the Performance Evaluation

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.

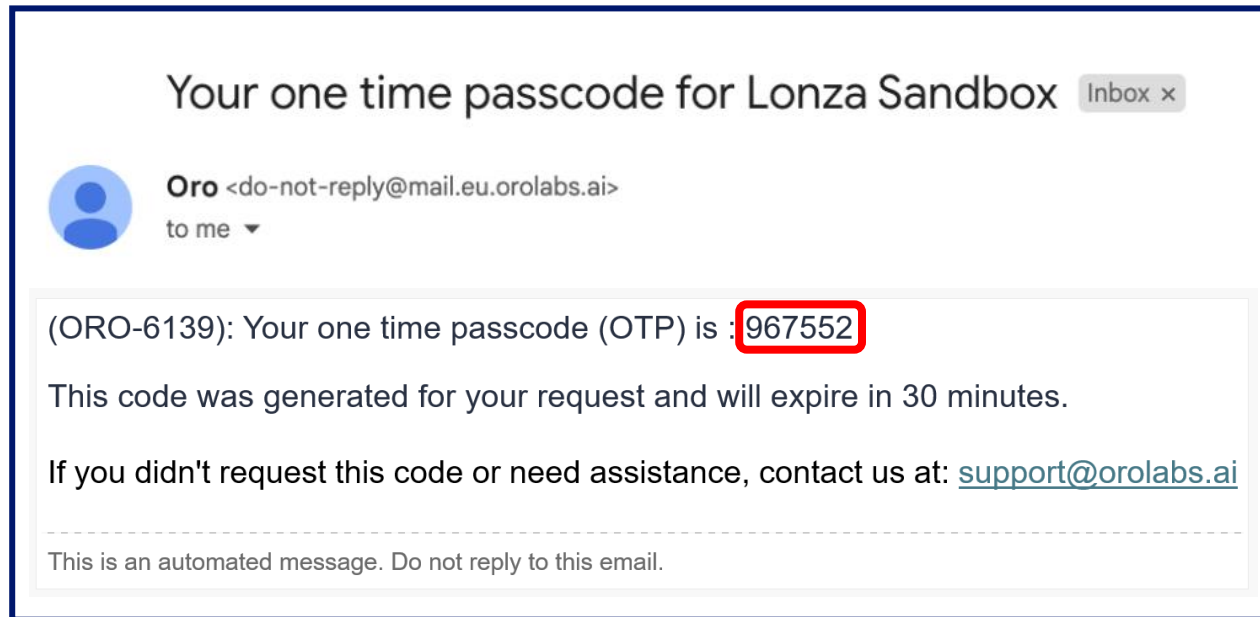
Send OTP

Step-by-Step Guide for the Performance Evaluation

The One-Time Passcode is sent by Mail

3. One-Time Passcode

- 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 for the Performance Evaluation

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 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**

Step-by-Step Guide for the Performance Evaluation

Open the Request Page to see the open Requests and Forms

5. Open Tasks

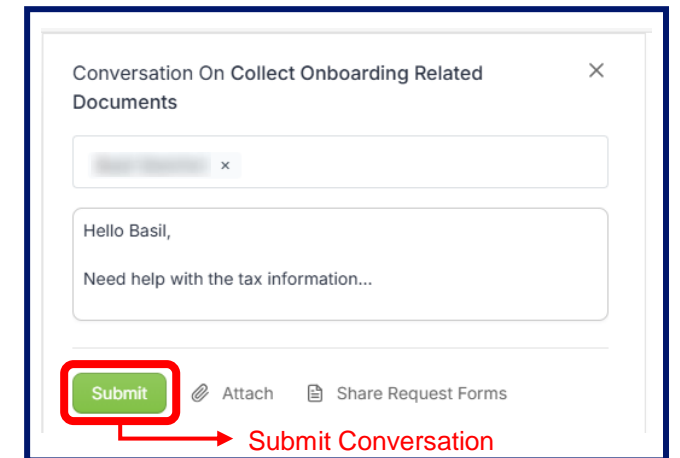
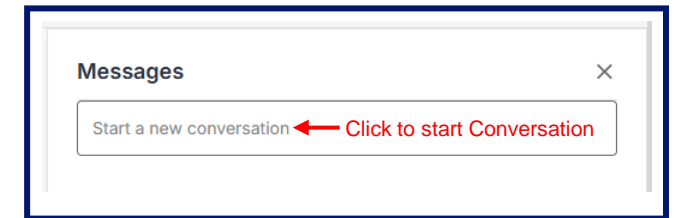
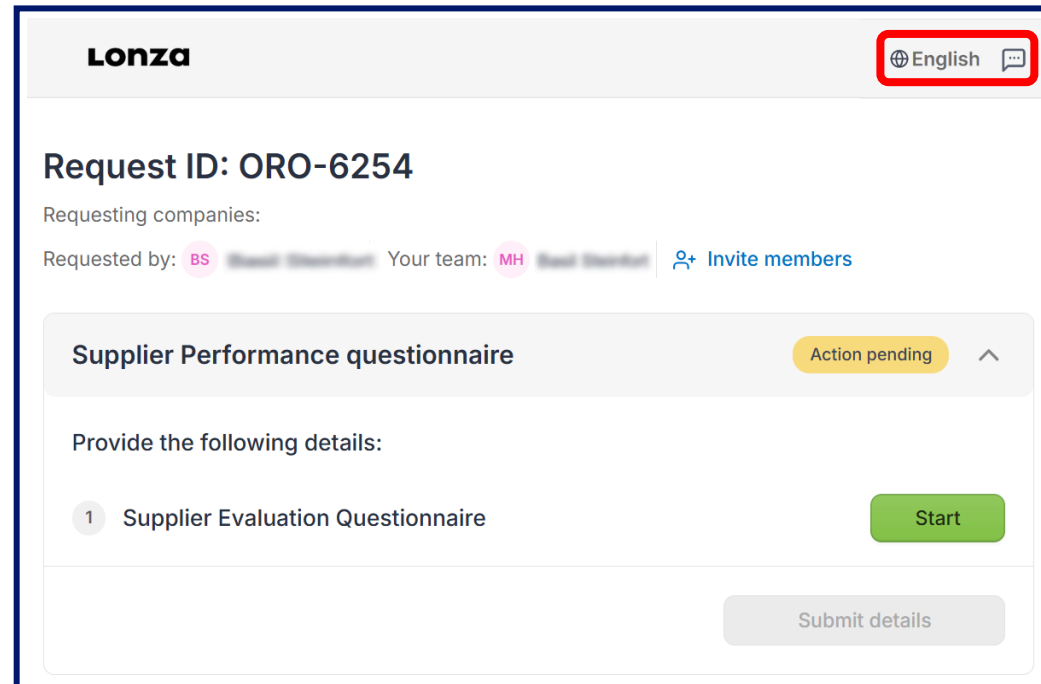
- After entering the request page, the request “**Supplier Evaluation Questionnaire**“ can be seen.
- To enter the questionnaire, click on “**Start**“.

The screenshot shows the Lonza interface for a request. At the top left is the Lonza logo, and at the top right is a language selector set to 'English'. The main heading is 'Request ID: ORO-6254'. Below this, it says 'Requesting companies:'. Underneath, it lists 'Requested by: BS' and 'Your team: MH', each with a small profile icon. To the right of these is a link 'Invite members' with a plus icon. The main content area is titled 'Supplier Performance questionnaire' and has a yellow 'Action pending' status indicator with an upward arrow. Below the title, it says 'Provide the following details:'. There is a list item '1 Supplier Evaluation Questionnaire' with a green 'Start' button next to it, which is highlighted with a red border. At the bottom right of the form is a grey 'Submit details' button.

Step-by-Step Guide for the Performance Evaluation 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 can be 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.



Step-by-Step Guide for the Performance Evaluation

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.

Lonza English

Request ID: ORO-6254

Requesting companies:

Requested by: BS Your team: MH **Invite members**

Supplier Performance questionnaire Action pending

Provide the following details:

1 Supplier Evaluation Questionnaire Start

Submit details

Share forms
Invite your team members to fill the forms

Share with
shimo.nevesdasilva@lonza.com

Message
I need more data, help me with that!

Cancel Start sharing

Step-by-Step Guide for the Performance Evaluation

Answer all Questions of the Questionnaire

8. Supplier Evaluation Questionnaire

- Upon starting the request by clicking on “**Start**”, the **Supplier Evaluation Questionnaire** opens.
- Several questions will be listed and must be answered.
- **Questions differ** depending on the supplier.
- When all questions are answered, click “**Complete**” to continue.

Supplier Evaluation Questionnaire Form Messages Close X

Project Evaluation

Project:
Orca

Evaluation period
Jan 06, 2025 → Feb 28, 2025

Please answer all relevant questions below and provide comments to support your answers.

Common questions (C)

C1. Time Delay vs. Completion / Milestone

More than 2 weeks
 1 to 2 weeks
 Less than 1 week

Comments
Enter text

Engineering Services (ES)

ES1. Increase (%) vs. actual budget / proposal (excl. Lonza requested scope changes)

More than 5 percent
 1 to 5 percent
 Less than 1 percent

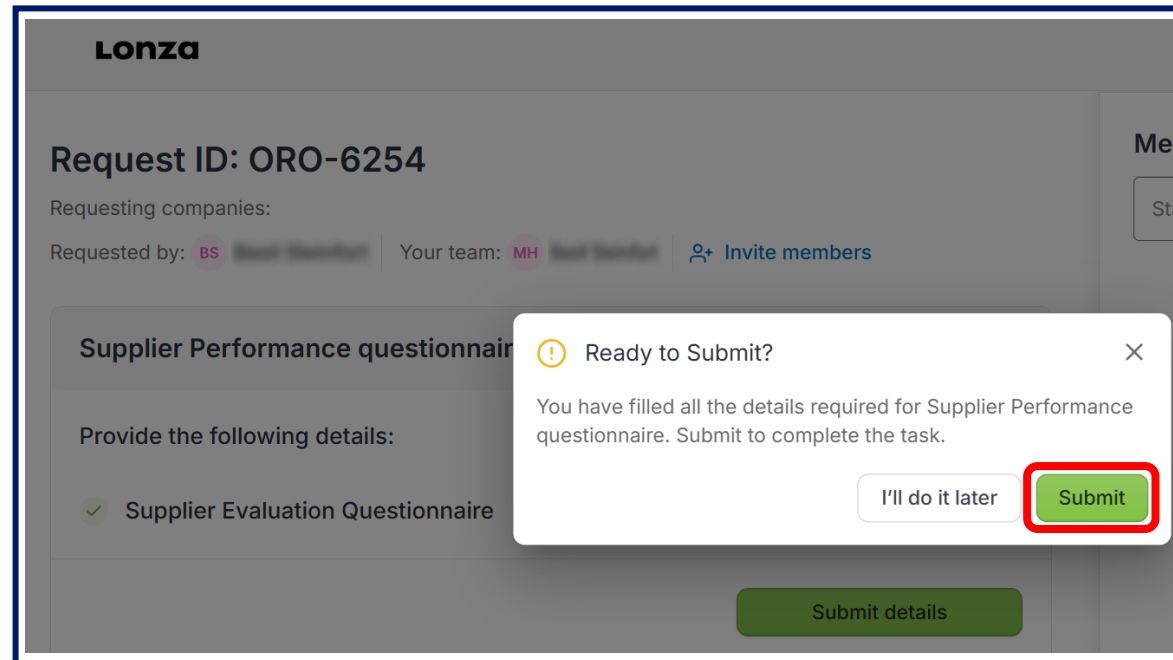
← At the bottom of the page

Step-by-Step Guide for the Performance Evaluation

Submit the Questionnaire

9. Submitting the Questionnaire

- After completing the questionnaire, a **Submit popup** appears.
- To finish later, click **“I’ll do it later”**, then submit when ready.
- When clicking on **“Submit”**, the questionnaire is submitted and cannot be edited—only viewed.



Step-by-Step Guide for the Performance Evaluation

Completion Tag to confirm successful Submission

10. Completion of the Task

- The “**Completed**” tag shows up upon successful submission of the questionnaire form.
- This confirms that **all necessary steps have been completed** and the process is continued internally at Lonza.

The screenshot shows a request card for 'Request ID: ORO-6254'. It lists 'Requesting companies:' and 'Requested by: BS' and 'Your team: MH'. Below this, the task 'Supplier Performance questionnaire' is shown with a 'Completed' tag highlighted in a red box. At the bottom, there is a link to 'Supplier Evaluation Questionnaire' with a document icon.

Step-by-Step Guide for the Performance Evaluation Questionnaire can be sent back to Supplier

11. Possibility to Send back Questionnaire

- Lonza has the option to **send back the questionnaire**.
- This triggers a new mail with an invitation to **redo the questionnaire**.
- As in **Steps 1 – 4**, please click on **“Get started”**, to open the request.
- A **welcome page** opens, which again requires a **one-time passcode**.

Hello **[Redacted]**,

The task **Supplier Performance questionnaire** under the request **Supplier Performance Evaluation** has been assigned to you. Submit the following information as part of the request.

1 Supplier Evaluation Questionnaire

Message:
Please reconsider Question 2. ← Message from Lonza why the questionnaire was send back

Overview

Request ID: ORO-6254

Requester: **[Redacted]**

Task Due Date: October 21, 2025

Supplier: **[Redacted]**

Get started

Need help? Contact us at support@orolabs.ai
This is an automated message. Do not reply to this email.

Step-by-Step Guide for the Performance Evaluation

Edit the Questionnaire

12. Redo the Questionnaire

- The status indicates with “**Action pending**”, that the task is still open.
- Click on “**Edit**” to reopen the questionnaire and make the adjustments necessary.
- Like in **Step 8**, click on “**Complete**”, to finish.

Request ID: ORO-6254

Requesting companies:

Requested by: **BS** Head Specialist Your team: **MH** Head Specialist [+ Invite members](#)

Supplier Performance questionnaire Action pending ^

Provide the following details:

- ✓ Supplier Evaluation Questionnaire Edit

! Submit to complete the task

Submit details

Step-by-Step Guide for the Performance Evaluation

Resubmit the Questionnaire

12. Submit Questionnaire

- Upon editing and completion the questionnaire, click on “**Submit details**”, to send back to Lonza.

Request ID: ORO-6254

Requesting companies:

Requested by: BS Head Specialist Your team: MH Head Specialist [+ Invite members](#)

Supplier Performance questionnaire Action pending ^

Provide the following details:

✓ Supplier Evaluation Questionnaire Edit

! Submit to complete the task

Submit details

Step-by-Step Guide for the Performance Evaluation

Completion Tag to confirm successful Submission

13. Status shows “Completed”

- The successful submission of the questionnaire is indicated by the change of the status to “**Completed**”.
- This confirms that **all necessary steps have been completed** and the process is continued internally at Lonza.

The screenshot displays a request interface for 'Request ID: ORO-6254'. It includes fields for 'Requesting companies:', 'Requested by:' (with initials BS and a name), and 'Your team:' (with initials MH and a name). An 'Invite members' button is also present. A table lists the 'Supplier Performance questionnaire' with a 'Completed' status tag highlighted by a red box. Below this, a 'Supplier Evaluation Questionnaire' is listed with a document icon.

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

