

Questions

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1. Is sign up mandatory?

Lonza decided to partner with SAP Ariba and use SAP Business® Network as the main ordering tool. Hence aiming for smooth document exchange all our valued suppliers are asked to transact with us via the SAP Business® Network.

It is highly recommended for you to create an account and sign up as using Ariba Network for Indirect and CAPEX Procurement will be the new way of doing business with Lonza.

2. What type of account do I need to have? Do I need to have an enterprise account?

Ariba offers two main types of accounts:

- Standard Account – free of charge. This account allows suppliers to receive purchase orders and send an order confirmation within the portal. This means that this type of account provides the minimum level of functionality needed to transact with Lonza.
- Enterprise Account – a chargeable account that is payable to Ariba if the spend or transaction volumes are exceeded. This type of account provides extra functionalities that we can both benefit from.

You should make your own judgment regarding your level of subscription. Generally, for suppliers with high documents volume or those who already have an Enterprise account on Ariba Network, we suggest to use an Enterprise account.

3. Is invoicing in scope? Will I need to submit invoices using Ariba?

Invoicing is out of scope of this implementation. Invoices will continue to be received and processed as usual via our Invoicetrack interface via email. Invoices cannot be submitted through Ariba. There will be no changes here for the time being.

4. Will this affect only orders in Switzerland, or is it for orders globally?

Using the SAP Business® Network as the main ordering tool is part of a global design.

The roadmap starts with Switzerland, followed by the US and the rest of EMEA and LATAM in 2024.

5. Which documents should be exchanged via Ariba?

Purchase Orders and Order Confirmations only.

6. Is SAP Ariba Network available in multiple languages?

You can change the language support in your browser before connecting to your account.

7. Does this only affect Lonza or also Arxada?

Only Lonza.

8. Is additional software necessary?

No additional software is necessary, only an internet browser.

9. Is Lonza also ready for integrations via Ariba?

Lonza already has full technical integration with some suppliers via Ariba. So yes, we have experience and have already done this with some of our suppliers.

10. I provide temporary labour to Lonza, does this new process apply to me as well?

It depends. SAP Ariba registration is not required for suppliers that provide only temporary labour. There is a separate new process that you will follow, and you will be contacted soon.

For temporary labour suppliers: please send us an email at supplierenablement@lonza.com, and we will make sure the appropriate person will reach out to you and share all the details.

However, please bear in mind that if temporary labour is not the only type of service that you provide, you should still onboard on SAP Business Network to be able to exchange documents with Lonza as only the workforce-related requests will be handled outside of the system.

11. Can offers still be sent by e-mail?

Yes, the quotation and bidding process will continue to run as usual. There will be no changes here for the time being.

12. When should I start using the tool?

The roadmap starts with Switzerland in June 2023, followed by the US and the rest of EMEA in 2024.