

Process for PDF invoice submission

How do I submit PDF invoices to Lonza?

Lonza implemented an automated solution for vendors to submit invoices directly in PDF format via email. This new process brings several advantages:

- Faster invoice process and more secure delivery of invoices
- Reduced negative environmental impact
- Reduced cost for enveloping, postage and mailing
- Receipt confirmation for submitted invoices

What are Lonza's requirements for the Automated Solution?

- ✓ Invoice must be in PDF format. No other format is accepted.
- ✓ Only one invoice per PDF document is allowed. Multiple PDF documents can be included in one email and each PDF document will be processed as one invoice.
- ✓ Attachments/back-up material must be included in the same PDF document as the invoice.
- ✓ Email must contain a PDF invoice otherwise the email will be rejected.
- ✓ Email including all attachments cannot exceed 5MB.
- ✓ PDF document cannot contain any kind of encryption features.
- ✓ Any other communication such as account queries, etc. sent to the automated solution email addresses will not be read.

Frequently Asked Questions

"I am already submitting invoices by PDF, what is changing for me?"

Only the email address you use might be changing. See [below](#) the new email addresses to use.

"I am submitting invoices by post and cannot comply with Lonza requirements, will my invoice be rejected?"

No, you can still submit your invoices by post if you cannot comply with Lonza requirements. However, we encourage you to review the benefits of submitting your invoice in PDF

"I am submitting invoices directly to my Lonza contact; can I put him in CC of the email instead?"

Yes, you can

"I am submitting invoices with attachments required by Lonza, what should I do?"

Attachments/back-up material must be included in the same PDF document as the invoice.

Alternatively, you could submit the required documentation separately directly to your Lonza contact

"How do I know if invoices have been accepted or rejected?"

You will receive a confirmation email stating if your invoice has been accepted for further processing. If you do not comply with Lonza's PDF requirements, a rejection email will be automatically sent to you.

"Shall I still send invoices by post if I submit by email?"

No, invoices should only be sent by email **OR** by post. Invoices sent by email and by post will cause delays in processing and payment of your invoices

Which email address do I use to send PDF invoices to Lonza?

Country	City	Company Name	Email to use
Belgium	Verviers	Lonza Verviers SPRL	invoicesBE02@lonza.com
	Verviers	Lonza Japan Holdings SPRL	invoicesBE05@lonza.com
	Bornem	Capsugel Belgium NV	invoicesBE06@lonza.com
Canada	Mississauga	Arch Wood Protection Canada	scanctrC3@lonza.com
	Richmond	Diacon - Richmond	scanctrC4@lonza.com
Czech Republic	Kourim	Lonza Biotec sro, Kourim	invoicesCZ01@lonza.com
Denmark	Copenhagen	Lonza Copenhagen ApS	invoicesDK01@lonza.com
Germany	Cologne	Lonza Cologne GmbH	invoicesDE03@lonza.com
		YOU Solutions Germany GmbH	invoicesDE07@lonza.com
Great-Britain	Slough/Manchester	Lonza Biologics plc.	invoicesGB01@lonza.com
	Castleford	Arch UK Biocides Ltd.	invoicesGB08@lonza.com
	Castleford	Arch Timber Protection	invoicesGB09@lonza.com
	Castleford	Hickson International Ltd	invoicesGB13@lonza.com
France	Saint -Beauzire	Lonza Bioscience SARL	invoicesFR01@lonza.com
	Colmar	Capsugel France	invoicesFR09@lonza.com
	Levalois-Perret	Lonza France SARL	invoicesFR04@lonza.com
Italy	Bergamo	Lonza Milano SRL	invoicesIT01@lonza.com
	San Giuliano Milanese	Arch Chemicals SRL	invoicesIT02@lonza.com
Netherlands	Breda	Lonza Benelux BV	invoicesNL02@lonza.com
	Nijmegen	Arch Timber Protection BV	invoicesNL03@lonza.com
	Nijmegen	Hickson Nederland BV	invoicesNL04@lonza.com
	Geleen/Maastricht	Lonza Netherlands B.V.	invoicesNL07@lonza.com

Country	City	Company Name	Email to use
Spain	Porrino	Lonza Biologics Porriño	invoicesES08@lonza.com
		YOU Solutions Iberia, S.L.	invoicesES03@lonza.com
Switzerland	Basel/Visp	Lonza Sales AG	invoicesCH05@lonza.com
		Lonza AG	invoicesCH12@lonza.com
		Lonza Solutions AG	invoicesCH15@lonza.com
		Lonza Services AG	invoicesCH16@lonza.com
United States	Williamsport-Mapleton	Lonza Inc	scanctr1@lonza.com
	Portsmouth -Hayward	Lonza Biologics	scanctr2@lonza.com
	Walkersville- Durham Morrisville	Lonza Walkersville	scanctr3@lonza.com
	Rockland	Lonza Rockland	scanctr4@lonza.com
	Houston	Lonza Houston	scanctr5@lonza.com
	Rochester	Arch Chemicals	scanctr6@lonza.com
	Morristown	Arch Personal Care Products	scanctr7@lonza.com
	Conley- Kalama-Valparaiso	Arch Wood Protection	scanctr8@lonza.com
	Atlanta	Arch Treatment	scanctr9@lonza.com
	Morristown	Lonza America	scanctr19@lonza.com
	Vancouver	Diacon -Vancouver	scanctr22@lonza.com
	Benicia	Lonza Consumer Health Inc.	scanctr24@lonza.com
	Benicia	Lonza North America Inc.	scanctr34@Lonza.com

Should you have any additional question on PDF invoice submission please contact us using the following email address: pdfinboundsupport@lonza.com

