



Supplier Guide Access and Usage

Built for



**FRESENIUS
MEDICAL CARE**

Overview

We're excited to introduce a new system for parts of our Supplier Onboarding process at Fresenius Medical Care. Going forward, if we need to onboard you as a new supplier, update and verify your basic information, or perform supplier assessments, you'll receive an automated and official e-mail invitation through the ORO system.

Below you will find guidance on how to access the ORO system and what you can expect in the system.

Thank you for your cooperation and continued partnership. Please don't hesitate to reach out if you have any questions about this new process

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Access to ORO

To access ORO, you will always get an e-mail. Click on continue in the first e-mail and you will receive another e-mail with a One Time Password (OTP). These are 6-digit passwords. No need to keep your password for this tool. Whenever there is an action you need to perform, you will get this e-mail with a new One Time Password.

Welcome to Partner Collaboration

POWERED BY ORO ⓘ

Email Verification

To verify it's really you, we will send One Time Passcode (OTP) to your email pas*****@orolabs.ai.

If you cannot see the email in your inbox, make sure to check SPAM folder.

Continue

Welcome to Partner Collaboration

POWERED BY ORO ⓘ

OTP Verification

A 6 digit verification code is sent to tes*****@rediffmail.com

3 6 9 2 6 4

Verify code

Didn't receive code? [Resend code](#)

Once the code has been verified, you will land on the page below:

English ⓘ

Request ID: ORO-142
 Requesting companies: Requested on: Aug 25, 2026

Collect Information from Supplier
 Start date: Aug 25, 2026 Due date: Aug 26, 2026

Action pending

Provide the following details:

1 Tax information Start

2 Payment details Start

3 Supplier contacts Start

4 Supplier Diversity and Certification Start

5 Purchasing and Remittance addresses Start

6 Global Code of Conduct for Business Partners Start

Submit Forms

Got questions? Message us
 Our team is here to help you regarding your engagement
[Request Info](#)

contact
 DM Dariush Moghadam Requester
 dariush

Your team
Invite members

JD John Doe
 dariush.moghadam@orolabs.ai

You can receive these e-mail invitations on a few occasions, for example, you are a new supplier for Fresenius Medical Care and you need to be onboarded, you are an existing supplier, but your activities will be extended to other Fresenius Medical Care entities, your bank data changed and you need to update them, etc.



Request ID: ORO-142

Requesting companies: Requested on: Aug 25, 2026

Collect Information from Supplier
Action pending ^

Start date: Aug 25, 2026 | Due date: Aug 26, 2026

Provide the following details:

✓ Tax information	Edit
✓ Payment details	Edit
3 Supplier contacts	Start
4 Supplier Diversity and Certification	Start
5 Purchasing and Remittance addresses	Start
6 Global Code of Conduct for Business Partners	Start

Submit Forms

Collaborate with your colleagues during an assessment

Within the ORO tool, you will have the possibility to collaborate with colleagues in your own organization. For example, if you need to fill out several forms where different kinds of company information is requested, you can invite colleagues with the right expertise to help you fill out all the required details. Click on 'Invite members' and follow the workflow. You just have to enter the e-mail address of your colleague and hit the start sharing button.

The screenshot displays the ORO Supplier Guide interface for a request with ID ORO-142. The header includes the Fresenius Medical Care logo and a language selector set to English. The main content area is titled 'Collect Information from Supplier' and shows a list of tasks: 'Tax information', 'Payment details', 'Supplier contacts', 'Supplier Diversity and Certification', 'Purchasing and Remittance addresses', and 'Global Code of Conduct for Business Partners'. The 'Supplier contacts' task is currently selected. A 'Share forms' modal is open, prompting the user to 'Invite your team members to fill the forms'. The modal includes a 'Share with' field for entering an email address, a 'Message' text area, and 'Cancel' and 'Start sharing' buttons. On the right side, there is a 'contact' section for 'Dariush Moghadam' (Requester) and a 'Your team' section with an 'Invite members' button. A 'Request Info' button is also visible in the top right corner.

Navigating through the forms which need to be filled

As part of the onboarding process, you will be asked to complete a number of forms in ORO.

The forms may include:

1. Tax Information
2. Payment Details
3. Supplier Contacts
4. Supplier Diversity & Certification
5. Purchasing and Remittance Address
6. Global Code of Conduct for Business Partners

To complete each form, click the green Start button on the right-hand side.

Some information may already be prefilled based on the details available in ORO. Please review this information carefully and update it if anything is incorrect or has changed.

Complete all mandatory fields in each form before proceeding to the next one.



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Provide the following details:

✓ Tax information	Edit
✓ Payment details	Edit
3 Supplier contacts	Start
4 Supplier Diversity and Certification	Start
5 Purchasing and Remittance addresses	Start
6 Global Code of Conduct for Business Partners	Start

Submit Forms

Proceed filling out all the necessary and obligatory fields. Click on 'continue' to go on till you reach the end of the form.

Tax information

✕

🌐 Country: United States

Edit

Tax documents

W-9 form ⓘ (if applicable)

Upload

You can find the IRS W-9 Tax form here ↗

Legal company name * (as shown on tax form)

Atomic Object

Legal address * (as shown on tax form)

📍 1034 Wealthy St SE, Grand Rapids, Michigan, 49506, United States

Add manually ▾

Business entity (optional)

Select

▼

Tax ID type *

Tax Identification Number

✕

Tax Identification Number * ⓘ

.....

Employer Identification Number (EIN) (optional) ⓘ

Continue

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When you reach the end you may click on 'submit' and this form has been completed.

Other information

DUNS number (optional)

406806567

Email (optional)

Enter email address

Phone number (optional)

+31

Fax number (optional)

Save changes

Back

Submit

This process has to be followed for all the forms.

Once you complete a form, you will see the following screen. Continue completing the remaining forms.



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Requesting companies: | Requested on: Aug 25, 2026

Collect Information from Supplier

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Action pending ^

Provide the following details:

✓ Tax information

Edit

✓ Payment details

Edit

3 Supplier contacts

Start

4 Supplier Diversity and Certification

Start

5 Purchasing and Remittance addresses

Start

6 Global Code of Conduct for Business Partners

Start

Submit Forms

Once all required forms are completed, the below pop-up will appear. Review the information and click Submit to complete your submission.

The screenshot shows a web interface for 'PREDICUS MEDICAL CARE'. The main section is titled 'Collect Information from Supplier' and shows a list of required details, all of which are marked as complete with green checkmarks:

- Tax information
- Payment details
- Supplier contacts
- Supplier Diversity and Certification
- Purchasing and Remittance addresses
- Global Code of Conduct for Business Partners

At the bottom of this section is a 'Submit Forms' button. A pop-up dialog box is overlaid on the form, titled 'Ready to Submit?'. The message inside says: 'You have filled all the details required for Collect Information from Supplier. Submit to complete the task.' There are two buttons in the dialog: 'I'll do it later' and 'Submit'.

On the right side of the interface, there is a 'contact' section with a 'Request Info' button and a list of team members under 'Your team':

- Dariush Moghadam (Requester, email: dariush)
- John Doe (email: dariush.moghadam@orolabs.ai)

There is also an 'Invite members' link.

Please Note: After you submit your information, the FME team may contact you if any additional information, clarification, or missing details are required to complete the supplier onboarding process.

Contact Fresenius Medical Care within ORO

Whenever you have queries, before or while filling the forms, ORO gives you the ability to contact Fresenius Medical Care directly from the system, so you do not need to send a separate e-mail message or contact them by phone. The requester name or e-mail is prefilled already for you, so it will go to the correct person at Fresenius Medical Care. Fill out your concern. You also have the ability to include an attachment by clicking on 'attach form'. Or alternatively you can also share Fresenius Medical Care forms in the message sent by clicking on 'share request forms'.

English

Request more info

To

Dariush Moghadam

Describe your request...

Set due date for the response

Select Date

Submit

Attach

Share Request Forms

FAQ

Can I forward the e-mail invitation to a colleague?

No, you cannot. The one time password is really dedicated to your e-mail and login. You have to go to your Fresenius Medical Care contact to ask to send a One Time Password (OTP) to a different person in your organisation. Or better, you collaborate within the tool, like described under point 2.

How can I change the language from the questionnaire?

You can change it by clicking on the language on the right hand top and change the language.