

Supplier Onboarding

Email Invitation:

Takeda will send an email invitation via NoReply@takeda.apexportal.net.

Registration with Apex Portal:

Follow the link in the email, register and complete all necessary actions.

For Step-by-Step registration guide, please see the instructions available [here](#).

For Diverse Suppliers, additional registration is requested via the [Proveedor](#) platform (suppliersupport@proveedor.biz).

Completing the Questionnaire:

Provide required details like business name, address, **bank information**, Tax/VAT details, and **risk-related information**.

- **Bank information:** additional confirmation of your bank details may be requested via TBS.MasterDataCompliance@takeda.com.
- **Risk related information:** risk assessments are run on a regular and recurring basis for all Takeda Suppliers via Takeda Information Protection and Cyber Security Team (ThirdPartySecurity@Takeda.com).

Purchase Orders (PO)

Delivery:

Takeda Purchase Orders (PO) are sent through the [SAP Business Network platform](#) (external e-mail domain) or directly from Takeda Contact Person.

Guidelines:

Please refer to the Global [Takeda Purchase Order Terms and Conditions](#).

Deviations:

For country/region-specific deviations, visit the Global Terms and Conditions section available in the [Supplier Resources](#).

Review:

Please review the Purchase Order and report any discrepancies with price, quantity, delivery time, or Unit of Measure with your Takeda Contact Person as the future invoice be in line with Purchase Order details.

Invoicing

Invoice Submission:

Choose one of the two available options - online or PDF.

Ensure you comply with all applicable local regulations first and then follow Takeda standards as well.

Payment Terms:

As per [Takeda's Global Procurement Policy](#), standard payment terms are 90 days (unless governed otherwise by contract or law) from receipt of a valid undisputed invoice - therefore it's important to submit invoices on the issue date to avoid delays.

Ensure Quality for Timely Payment:

- Always include the correct **Purchase Orders (PO) reference number** on the invoice;
- Invoice must be issued **only for goods/ services listed on the PO**;
- Refer to the **specific PO line items** on the invoice;
- If no PO was received, include your Takeda contact's details on the invoice - **otherwise invoice may be delayed or will not be processed**;
- Make sure your company and Takeda's **details on the invoice match the PO data** (name, address, tax ID);
- Provide **full and correct bank details**;
- Use the **correct e-mail** based on [Country Invoice Submission Emails](#).

Online Invoices

SAP Business Network:

Takeda's transactional platform that automates the invoicing process.

New to Invoicing? Start Here:

- Register your free-of-charge Standard Account on SAP Business Network ([registration](#));
- Provide your bank details in the "Remittances" section ([remittances](#));
- You are ready to issue your first online invoice ([invoice for materials](#) or [invoice for services](#)).

Already on SAP Business Network?

Use your Takeda PO notification to launch the trading relationship by clicking the "**Process order**" button and logging in with your credentials.

PDF Invoices

Invoice Submission:

Send PDF invoices as email attachments to respective [Country Invoice Submission Emails](#) on the day they are issued, as standard payment terms are 90 days from the day of receipt.

Format Requirements:

- PDF or TIF format;
- Include one invoice per PDF - if more, only the first one will be processed;
- Unique name for each PDF file (up to 20 invoices in one e-mail);
- Total e-mail size under 30 MB.

Note:

- **Text in the email body will not be scanned** – include all key information in the PDF;
- Takeda's country addresses are only for invoices submission – and are not monitored for inquires purposes.



Bank Data

Change Requests:

The bank details previously provided to Takeda must match those on the invoice to avoid payment delays. If they differ, please promptly submit your updated banking information through one of the following channels:

- **If you are registered in APEX** – Update directly via the Apex Portal ([see instructions](#));
- **If you do not have APEX account** - Contact your Takeda Contact Point.

Important Note:

If there's a discrepancy between the bank details on your invoice and Takeda's system, you'll be asked to confirm your bank data with our Master Data team (TBS.MasterDataCompliance@takeda.com).

In some cases, a **call-back verification** may be required to ensure accuracy and prevent fraud.

Payments

Electronic bank transfers are our preferred payment method.

Payment Terms:

In line with Takeda's Global Procurement Policy, **standard payment terms are 90 days**, unless otherwise specified in a contract, Master Services Agreement, Statement of Work, or required by local law.

Invoice Submission Date:

Payment terms start from the **date Takeda receives a valid, undisputed invoice** — not the invoice issue date.

Submit invoices via the SAP Business Network or the designated country invoice submission emails for your Takeda country. Using any other email may delay payment (refer to Invoicing Part for e-mail addresses).

Payment Schedule:

Payments are processed three times per week.

No payments are made at month-end, month-start, or on bank holidays — these payments will be delayed.

Banking Method:

Payments can be made through Takeda's in-house bank (Payment on Behalf). As a result, you may notice a different Takeda entity name than the one you have a direct relationship with.

Payment Advices:

Payment advices are sent from Global.smbx.remittances@takeda.com - this is a no-reply email.

For assistance, contact smb.vendor.query@takeda.com (Europe & Canada), TakedaAP@takeda.com (USA).

Key Contacts

Your Support Guide & Key Emails to find the right resources to assist you:

Topic	E-mail Address
Onboarding/ Registration Support (Apex Portal)	Global.Supplier.Onboarding.Operations@takeda.com
Online Invoicing (SAP Business Network)	supplier.enablement@takeda.com
Payments & Invoice inquiries, Statements, Reminders	smb.vendor.query@takeda.com (Europa & Canada) TakedaAP@takeda.com (United States of America)

For more information visit: [Supplier Onboarding Tools and Resources](#)



Better Health,
Brighter Future