PROCUREMENT

Vendor Onboarding Guide 2026

Purchase-to-pay process, invoicing requirements, bank detail verification and escalation contacts.

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This document is fictional and forms part of a training environment.

Before you invoice us

Terravek pays on the terms agreed in the purchase order and not otherwise. An invoice without a valid purchase order number will be returned, not paid, and chasing it will delay you further.

Send invoices as PDF to ap@terravek.com, one invoice per e-mail, with the PO number in the subject line.

Onboarding steps

- Complete the supplier questionnaire issued by procurement@terravek.com
- Accept the Supplier Code of Conduct
- Provide bank details on your letterhead, signed
- Verification call — we telephone you on a number you have published, not one in your e-mail signature
- Purchase order issued; only then may you begin work

Bank detail changes — read this

Terravek will never ask you to change our bank details by e-mail, and we treat any request to change yours with deliberate suspicion.

A change to your bank details requires: a signed letter on your letterhead, and a verification call from Terravek to a number we already hold. We will not accept a number supplied in the same communication as the change request. This is slow on purpose. Invoice redirection fraud is the single most common attack on companies of our size and it succeeds because someone was in a hurry.

If you receive a communication purporting to be from Terravek asking you to change payment arrangements, forward it to security@terravek.com and telephone your procurement contact on a number you already have.

Security expectations

Suppliers handling Terravek or customer data complete a security assessment proportionate to the risk. Suppliers with access to production systems are assessed annually.

Report any security incident affecting Terravek data to security@terravek.com without undue delay and in any case within 24 hours of becoming aware.

Contacts

- Procurement: procurement@terravek.com — Halil Y■ld■r■m, ext. 4291
- Prospective suppliers: vendors@terravek.com
- Accounts payable: ap@terravek.com — Michael Osei, ext. 4263
- Finance queries: finance@terravek.com — Ana Furtado, ext. 4261
- Security: security@terravek.com