

# Thungela Supplier Guide

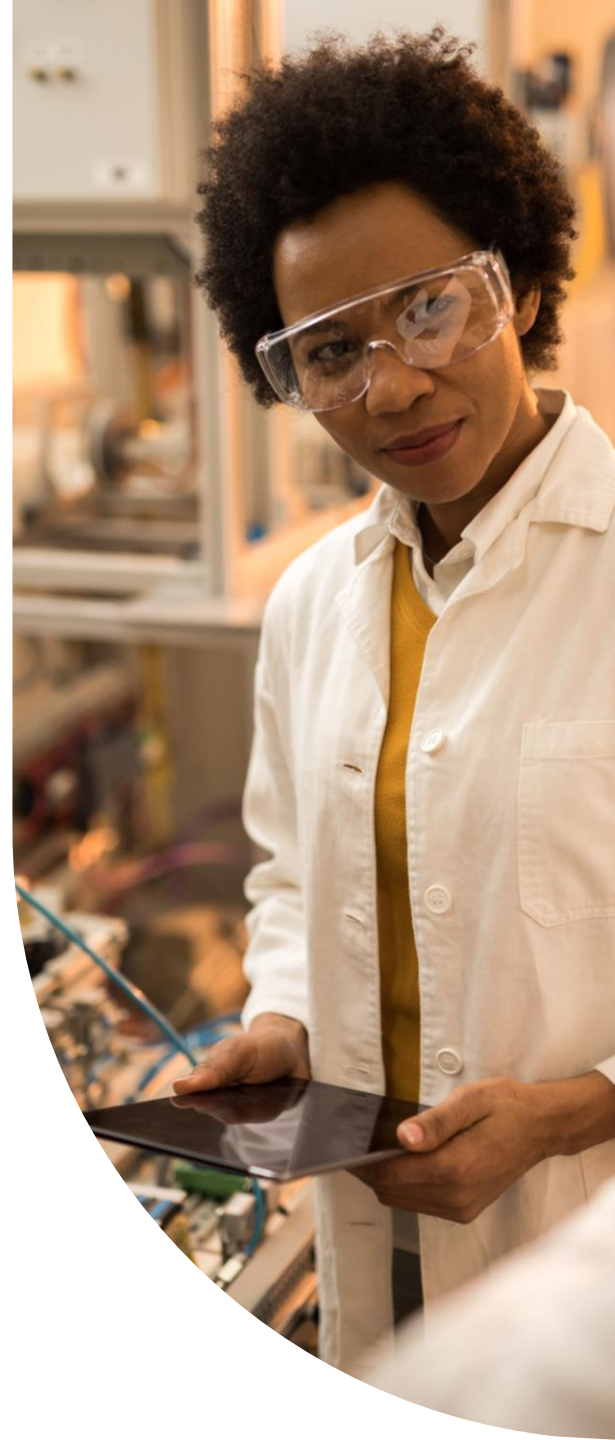
November 2023

Updated



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A yellow wheel loader is shown in the process of dumping a load of material into a large, conical pile. The scene is set in an industrial or quarry environment with other large piles of material in the background. The lighting is somewhat dim, suggesting an overcast day or a shaded area. The loader is positioned on the right side of the frame, and its bucket is tilted upwards, releasing the material. The overall tone of the image is industrial and focused on heavy machinery.

# Accounts Payable Transition

Information Slides

# Introduction



# What changed from 1 October?

3 important changes that you should be aware of

1

Invoices can only be submitted via: [vendorinvoices@thungela.com](mailto:vendorinvoices@thungela.com).

Important: **If you don't use this mailbox your invoice will not be paid.**

2

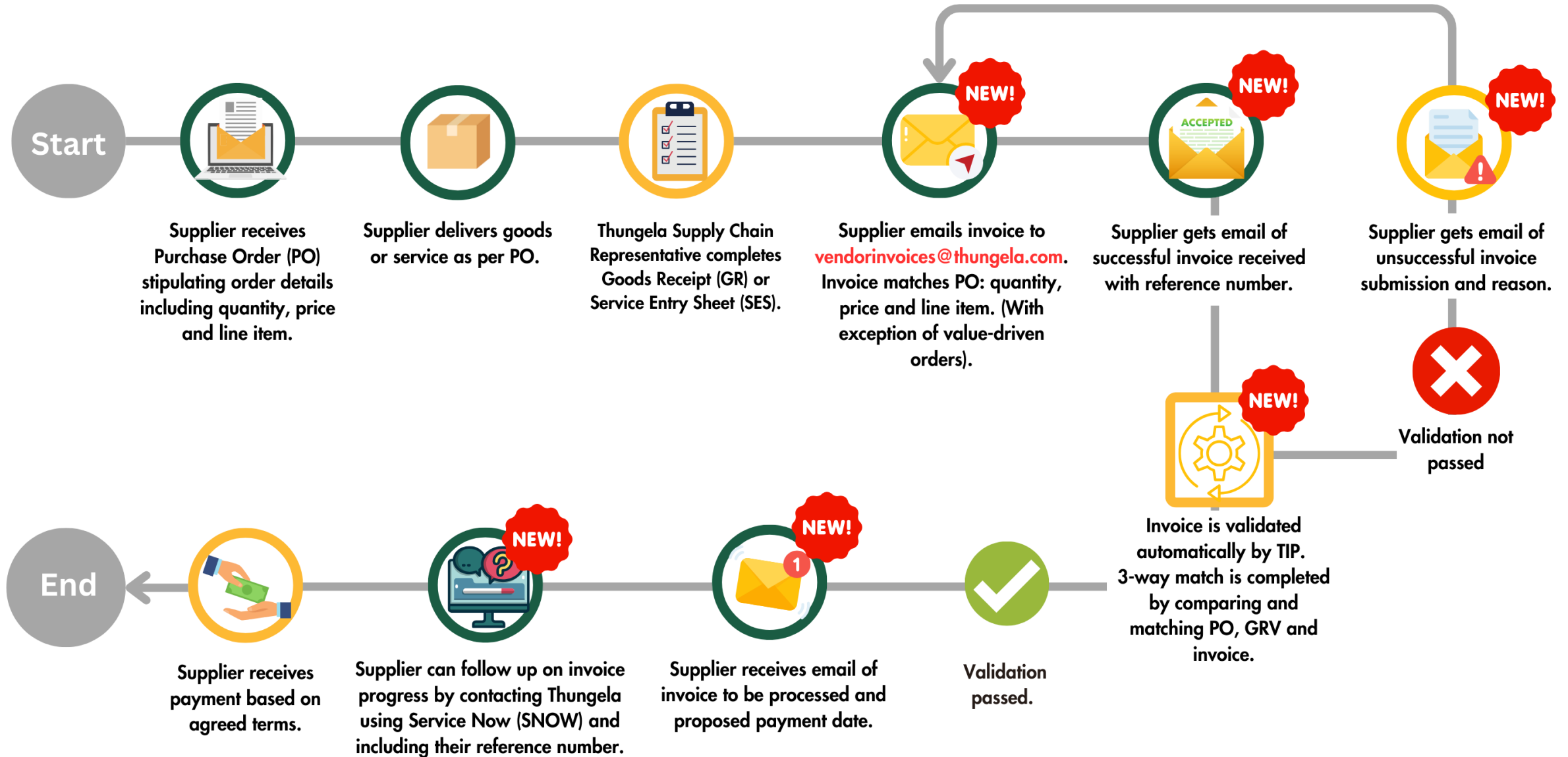
There is a new portal to **log queries**: [https://usmnow.service-now.com/thungela\\_portal](https://usmnow.service-now.com/thungela_portal)

An additional query WhatsApp channel will be introduced at a future date.

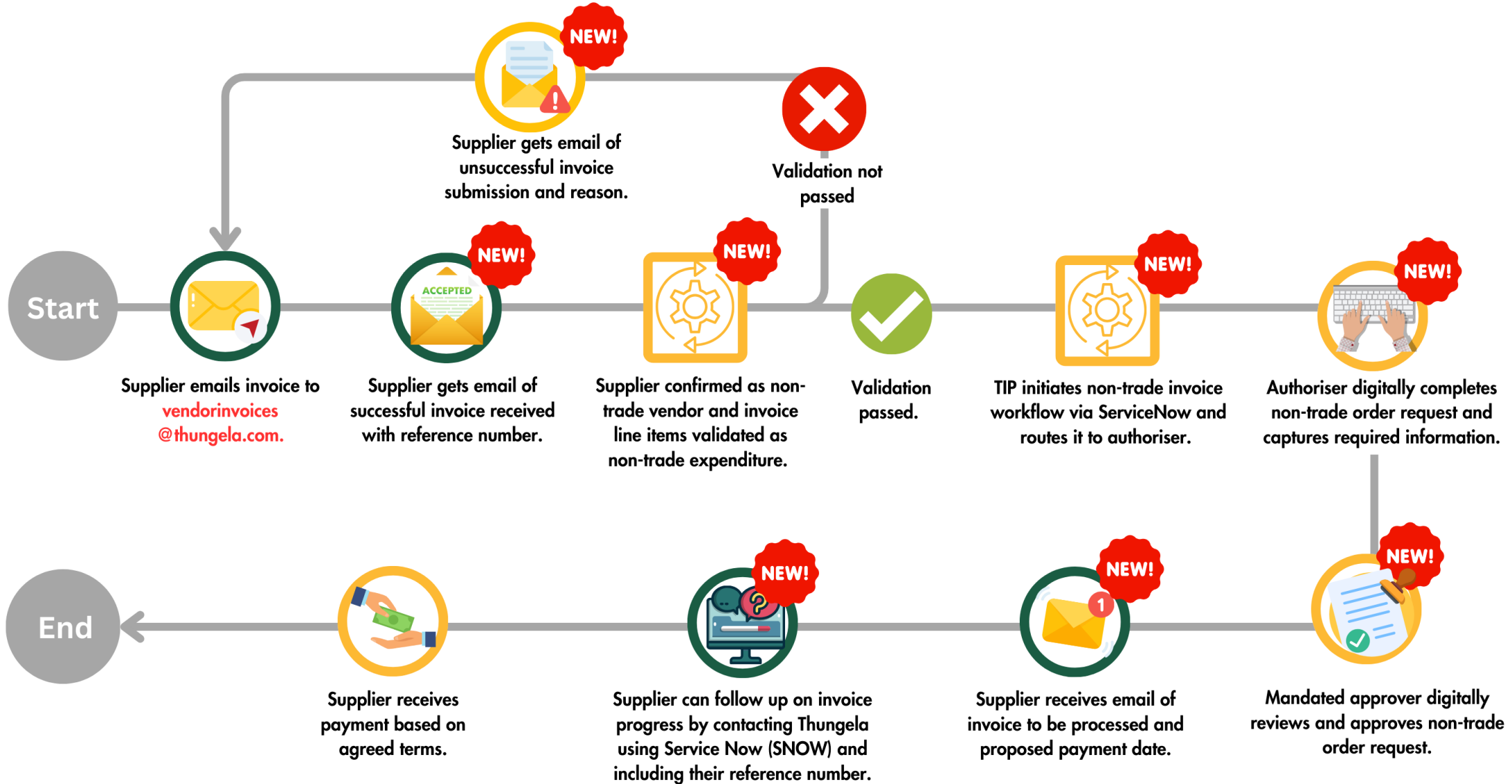
3

Regular, real-time communication on the status of invoice processing via email.

# Trade Vendor Payment Process



# Non-Trade Vendor Payment Process



A man with short dark hair and glasses, wearing a white collared shirt, is looking down at a computer monitor. The background is a blurred office environment with shelves and papers. A yellow curved line graphic is overlaid on the left side of the image.

## Tips on Invoices



# How to speed up the payment process

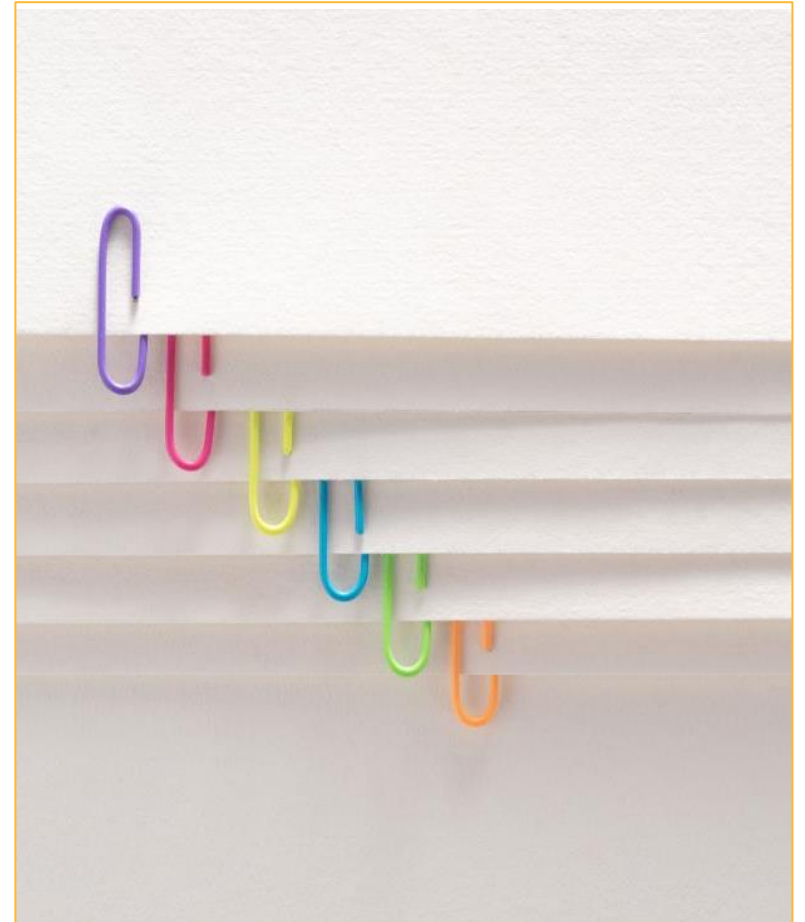
It is the supplier's responsibility to ensure the invoice reflects the necessary information. Suppliers must also see to it that their information is up to date on the Thungela system. To update your information, please contact: [supplierinfo@thungela.com](mailto:supplierinfo@thungela.com).

- Invoice and Purchase Order (PO) details match:
  - Quantity and price
  - Delivery address
  - VAT rate
  - Billing address ([see page 12](#))
  - Legal entity ([See page 12](#))

*If you are not going to invoice as per the PO, approach the buyer to amend the PO before submission of the invoice. Value-driven orders remain unaffected, and we will accept multiple deliveries and invoices.*

- Only provide goods or services with a valid purchase order number. Each invoice submission can only relate to one purchase order number. If you have more than one purchase order, you will need to submit more than one invoice.

- Invoice sent to correct mailbox: [vendorinvoices@thungela.com](mailto:vendorinvoices@thungela.com).



# Your invoice details must match up with the purchase order



**Thungela Operations (Pty) Ltd**  
 Khwezela Colliery  
 Emalahleni  
 X7275  
 1035  
 X  
 4710102072

Vendor Company name  
 Address line 1  
 Address line 2  
 Post code  
 Province  
 Country

Your vendor number with us:  
 W12345

PLEASE INVOICE TO:  
 Email: vendorinvoices@thungela.com

Ensure your invoice is the only attachment per email (one attachment per-mail) - the attachment size should not exceed 10MB.

**PURCHASE ORDER**  
 PO number/date/time  
 1234567890 10.2023 / 07:  
 Contact Person  
 Navigation RECO  
 Telephone  
 0136930215  
 Email:  
 name.surname@thungela.com

PLEASE DELIVER TO:  
 Company Khwezela - Navigation  
 Clewer R 555 Clewer Road  
 EMALAHLENI  
 1035  
 SOUTH AFRICA

Thungela entity details must match

Ensure PO number is correct on your invoice.

Ensure correct delivery address (see page 12)

Quantity must reflect what is on your PO. Do not over, or under deliver.

Line items must reflect what is on your PO

Total amount must reflect what is on your PO.

## INVOICE

INVOICE # 100  
DATE: DATE

Vendor Company name  
 Address line 1  
 Address line 2  
 Post code  
 Province  
 Country

**TO:**  
 Thungela Operations (Pty) Ltd  
 Khwezela Colliery  
 Emalahleni  
 X7275  
 1035  
 X  
 4710102072

**SHIP TO:**  
 Company Khwezela - Navigation  
 Clewer R 555 Clewer Road  
 EMALAHLENI  
 1035  
 SOUTH AFRICA

**COMMENTS OR SPECIAL INSTRUCTIONS:**  
 To get started, tap away, just tap any placeholder text (such as this) and start typing to replace it with your own.

SALES PERSON	P.O. NUMBER	REQUISITIONER	SHIPPED VIA	F.O.B. POINT	TERMS
	1234567890				Due on receipt

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL

**Subtotal:** \_\_\_\_\_  
**Sales Tax:** \_\_\_\_\_  
**Shipping & Handling:** \_\_\_\_\_  
**Total Due:** \_\_\_\_\_

Unit price must reflect what is on your PO

Deliv. terms: DEL DELIVERED  
 Payt. terms: 60 days from invoice date  
 Currency: ZAR

Item	Material	Order Qty	Unit	Description	Price per unit	Net Value
10		1.000	EA	S&Q KMG006 CIRCLE DRIVE NOT LOCKING	198,033.27	198,033.27
Cost Center: Requisitioner: Tracking Number: Delivery Date:		OMALINGA 30.01.2024				
Total net item value excl. tax					ZAR	198,033.27



# Thungela Legal Entities

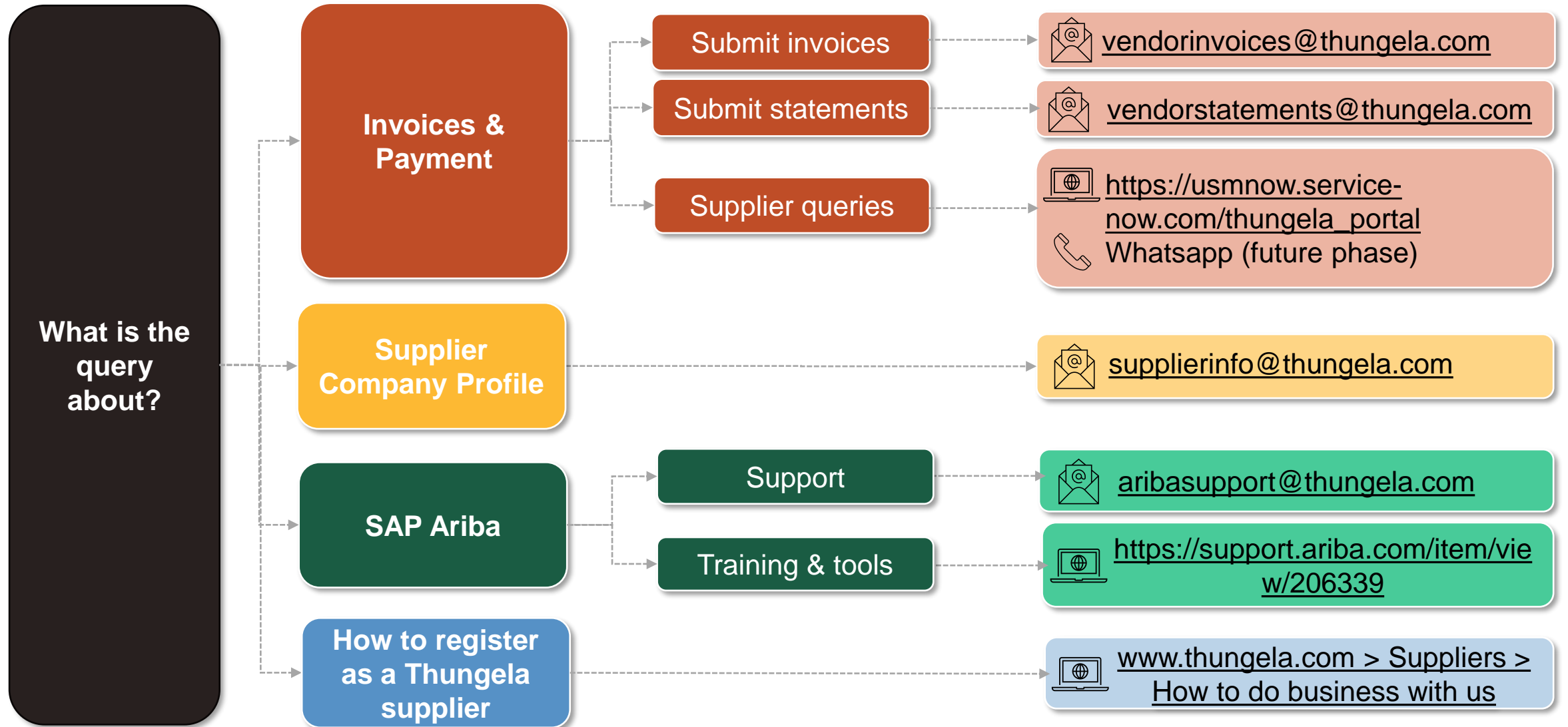
The Thungela legal entity, VAT registration number and address must be referenced on your invoices

	Thungela Operations (Pty) Ltd	Anglo American Inyosi Coal (Pty) Ltd	Mafube Coal Mining (Pty) Ltd
<b>Billing addresses</b>	PO Box 1521 Saxonwold Johannesburg 2132  Vat No:4710102072 Company Reg: 1921/006730/07	PO Box 1521 Saxonwold Johannesburg 2132  Vat No:4680246016 Company Reg: 2005/016701/07	Mafube Colliery Middelburg PO Box X3385 1050  Vat No:4240228652 Company Reg: 2004/017532/07

<b>Operations</b>	25 Bath (Head Office) Central Workshop Shared Services Water Treatment Plant Goedehoop Isibonelo Khwezela Navigation (Kromdraai) Khwezela Bokgoni Greenside	Zibulo North Shaft Project Elders	Mafube
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# Important Contact Information

# Where to find support



From 1 October 2023

A yellow wheel loader is shown in the process of dumping a load of material into a large, conical pile. The scene is set in an industrial or quarry environment with large mounds of material in the background. The lighting is somewhat dim, suggesting an overcast day or a shaded area. The loader is positioned on the right side of the frame, and its bucket is tilted upwards, releasing the material. The overall tone is industrial and functional.

# Frequently Asked Questions

- A) Invoices & Statements
- B) Payments, orders and deliveries
- C) Queries & Contact Details
- D) General

# A) Invoices & Statements

<b>Q1</b>	<b>How do I submit my invoices/credit notes (excluding Capex invoices)?</b>
A	Invoices will only be processed for payment if received via email at the following e-mail address: <a href="mailto:vendorinvoices@thungela.com">vendorinvoices@thungela.com</a> .
<b>Q2</b>	<b>How do I submit Capex invoices/credit notes?</b>
A	<ul style="list-style-type: none"><li>• All Capex invoices/credit notes should be submitted to the Capital Procurement team for approval.</li></ul>
<b>Q3</b>	<b>How do I submit vendor statements?</b>
A	<ul style="list-style-type: none"><li>• Email: <a href="mailto:vendorstatements@thungela.com">vendorstatements@thungela.com</a>.</li><li>• Statements should be submitted within the first week of every month.</li></ul>
<b>Q4</b>	<b>What is the minimum information required for my invoice to be accepted for validation?</b>
A	<p>Please ensure your invoice contain the following:</p> <p>The words “Tax Invoice”, “VAT Invoice” or “Invoice”</p> <p>Your company’s legal entity name (please ensure this aligns to the Master Data you have provided to Thungela when you became a supplier)</p> <p>Vat registration number (if VAT registered) and address of your entity</p> <p>Thungela legal entity name, VAT registration number and address for the entity that has procured goods or services from your company</p> <p>Site name (operations) who procured your goods or services</p> <p>Ensure your banking details included on the invoice match the details as per the Master Data provided to Thungela</p>

# A) Invoices & Statements

<b>Q5</b>	<b>Can I submit an invoice or credit note using a no reply email address?</b>
A	<ul style="list-style-type: none"><li>• No, the email address used to submit the invoice will be used to keep you informed on the progress of your invoice throughout the process until successful payment.</li><li>• To ensure timely processing of your invoice, please use the same e-mail address as the details provided during your Thungela vendor onboarding.</li></ul>
<b>Q6</b>	<b>Can I submit handwritten invoices?</b>
A	<ul style="list-style-type: none"><li>• No, handwritten invoices will be rejected.</li><li>• Ensure good quality, clearly visible invoices are submitted to avoid rejection.</li><li>• Valid VAT invoices are required to ensure timely processing.</li></ul>
<b>Q7</b>	<b>Can I attach multiple documents in one email?</b>
A	<ul style="list-style-type: none"><li>• No, only one document per email is acceptable, and attachment size should not exceed 12MB.</li><li>• If no document is attached, the email will be rejected.</li></ul>
<b>Q8</b>	<b>Can I submit an email that contains a link to the invoice?</b>
A	<ul style="list-style-type: none"><li>• No, an email body that contains a link will be rejected.</li><li>• Invoices must be submitted as an attachment to the e-mail.</li></ul>
<b>Q9</b>	<b>Can I submit a partial credit note for my invoice?</b>
A	<ul style="list-style-type: none"><li>• No, partial credit notes will not be accepted. Suppliers are required to issue a credit note for the full invoice amount.</li></ul>



# A) Invoices & Statements

<b>Q10</b>	<b>Will a password protected document be acceptable?</b>
A	<ul style="list-style-type: none"><li>• No, your email will be rejected, and this could delay the payment process.</li></ul>
<b>Q11</b>	<b>What are acceptable document types?</b>
A	<ul style="list-style-type: none"><li>• Pdf, jpg, jpeg, png, tif, xls, xlsx, doc, docx, eml.</li><li>• Documents submitted in non-acceptable document types will be rejected.</li></ul>
<b>Q12</b>	<b>Can I submit an invoice/credit note with more than two pages?</b>
A	<ul style="list-style-type: none"><li>• Yes, multiple pages will be accepted if submitted in one attachment to the e-mail.</li></ul>
<b>Q13</b>	<b>If I submit more than one copy of the same invoice, will I be paid faster?</b>
A	<ul style="list-style-type: none"><li>• No, in fact this could delay the payment process.</li><li>• Invoices must be originals or original "Copy Tax Invoice".</li></ul>
<b>Q14</b>	<b>When sending the invoice, do we need to attach the delivery note as well?</b>
A	<ul style="list-style-type: none"><li>• No, you only need to send the invoice to the mailbox.</li></ul>
<b>Q15</b>	<b>If I am registered as a Thungela Supplier on Ariba, do I submit my invoice on Ariba or via email?</b>
A	<ul style="list-style-type: none"><li>• Suppliers registered on Ariba Downstream, or Enterprise, need to continue submitting their invoices on Ariba.</li><li>• All other suppliers need to submit their invoices via email to: <a href="mailto:vendorinvoices@thungela.com">vendorinvoices@thungela.com</a>.</li></ul>

## B) Payments, orders and deliveries

<b>Q16</b>	<b>When can I expect payment of my invoice?</b>
A	<ul style="list-style-type: none"><li>• Payment is based on specific payment terms from date of invoice.</li><li>• Payment terms are determined when you are onboarded as a supplier of Thungela.</li></ul>
<b>Q17</b>	<b>Will partial deliveries be allowed?</b>
A	<ul style="list-style-type: none"><li>• Partial deliveries will be accepted; however, suppliers need to adhere to their commitment to deliver the difference as per the agreed lead time.</li><li>• Invoices need to reflect the partially delivered goods.</li></ul>
<b>Q18</b>	<b>Will we be issued with new POs or will they be migrated in Oct?</b>
A	<ul style="list-style-type: none"><li>• The accounts payable transition will not impact POs that have been issued to you. All existing POs will still be valid in October.</li></ul>
<b>Q19</b>	<b>Will open orders that are still to be delivered be accepted after 1 October?</b>
A	<ul style="list-style-type: none"><li>• Yes, all open orders will be accepted after 1 October.</li></ul>
<b>Q20</b>	<b>How long does it take before a breakdown order is live in SAP? Do we receive a different order number for a breakdown order?</b>
A	<ul style="list-style-type: none"><li>• After hour orders are issued outside the hours of 07h00 -16h00 Monday to Fridays, Saturday &amp; Sundays and during public holidays for breakdown purposes. Within 24hrs of the breakdown order being requested, the requisition should be fully approved on the system. This will enable the procurement team to generate a purchase order on the system. The order number will remain the same.</li></ul>

## C) Queries & Contact Details

Q21	Who do I contact if I need to enquire about my payment or outstanding invoice?
A	<ul style="list-style-type: none"><li>• Use this link raise your query via Service Now (SNOW): <a href="https://usmnow.service-now.com/thungela_portal">https://usmnow.service-now.com/thungela_portal</a>.</li><li>• You will need to register before you can submit a query.</li></ul>
Q22	How do I register on Service Now (SNOW)?
A	<ul style="list-style-type: none"><li>• Click on <a href="https://usmnow.service-now.com/thungela_portal">https://usmnow.service-now.com/thungela_portal</a>. Click on the <b>Register</b> button and fill in your details.</li><li>• Your company name must match the information held in our Master Data. Once your information has been validated (this can take up to 48 hours), you will receive an email with your username and temporary password details. You will then need to log in and change your password to activate your account.</li></ul>
Q23	Why do I need to register on Service Now (SNOW)?
	<ul style="list-style-type: none"><li>• Our query management platform is provided by a third party system and we need to ensure compliance with our Master Data governance and POPIA .</li></ul>
Q24	What is the timeframe for responding to my query/request?
A	<ul style="list-style-type: none"><li>• You can expect an immediate automated response with a reference number after submitting your query.</li><li>• You can use this reference number to check in on your query status or progress.</li><li>• Depending on the type of query, you can typically expect feedback within 48 hours from submission (this may be longer over weekends).</li><li>• Sending multiple emails about the same query will slow down our response time to you.</li><li>• Any queries emailed to other Thungela email accounts will not be responded to.</li></ul>

## C) Queries & Contact Details

Q25	Who can we contact to rectify current orders?
A	<ul style="list-style-type: none"> <li>Please contact the relevant buyer to make any changes to existing orders.</li> </ul>
Q26	Can I make a phone call or send an email to raise a query?
A	<ul style="list-style-type: none"> <li>No, phone calls and emails will not be available to raise queries. Use ServiceNow (SNOW)</li> </ul>
Q27	What is the minimum detail required in SNOW when raising a query for it to be efficiently resolved?
	<ul style="list-style-type: none"> <li>Vendor name</li> <li>Invoice number/Credit note number</li> <li>Site/Mine</li> <li>Type (Status / Payment date / Payment variance query / Remittance advice)</li> </ul> <p>Note: The more fields completed, the more efficient the resolution process will be.</p> <div data-bbox="1006 621 2254 1320" data-label="Form"> <p>The screenshot shows the 'Invoice Payment Query' form with the following fields and values:</p> <ul style="list-style-type: none"> <li><b>Requested For:</b> Phindile Kunene</li> <li><b>Vendor Name:</b> (Empty)</li> <li><b>Existing Reference Number:</b> (Empty)</li> <li><b>Invoice/Credit Note Number:</b> (Empty)</li> <li><b>Short Description:</b> (Empty)</li> <li><b>Opened by:</b> Phindile Kunene</li> <li><b>Sites/Mines:</b> (Empty)</li> <li><b>Type:</b> -- None --</li> <li><b>PO Number:</b> (Empty)</li> <li><b>Description:</b> (Empty)</li> </ul> <p>At the bottom, a red bar indicates required information: <b>Vendor Name</b>, <b>Invoice/Credit Note Number</b>, <b>Sites/Mines</b>, and <b>Type</b>.</p> </div>

## D) General

<b>Q28</b>	<b>How can I update my company details?</b>
A	<ul style="list-style-type: none"><li>Email your request to Thungela vendor master data team: <a href="mailto:supplierinfo@thungela.com">supplierinfo@thungela.com</a>.</li></ul>
<b>Q29</b>	<b>How can I update my banking details?</b>
A	<ul style="list-style-type: none"><li>Email your request to the Thungela Vendor Master Data team: <a href="mailto:supplierinfo@thungela.com">supplierinfo@thungela.com</a>.</li><li>Please submit:<ul style="list-style-type: none"><li>- Sole Trader: letter requesting change, clearly displaying the sole trader's identity number; initials and surname.</li><li>- Company: company resolution signed by current directors instructing the change of banking details; Companies and Intellectual Properties Commission (CIPC) Document reflecting current Directors details; confirmation letter from bank with a bank stamp or cancelled cheque.</li></ul></li></ul>
<b>Q30</b>	<b>What is the difference between non-trade and trade vendors?</b>
A	<ul style="list-style-type: none"><li>Trade vendors transact with Thungela based on an approved purchase order. Non-trade vendors do not need a purchase order; however, these are only for specific approved vendors and services.</li></ul>