



Supplier guide

Accounts payable transition

Thungela has streamlined our Supply Chain process, especially when it comes to providing purchase orders to suppliers, receiving invoices and effecting payments.

We have created an informative series that will help you, to create the right documentation, so that the business operates more efficiently and smoothly.

Please keep an eye out for our important info series which includes emailers and videos headed your way. These will inform you of the new supplier payment and invoicing process and system we have implemented. You can use these guidelines to bring yourself up to speed on important developments.

3 important changes that you should be aware of:



Non-Ariba invoices can only be submitted via: **vendorinvoices@thungela.com**. Ariba invoices must be submitted via the Ariba portal. Capex invoices (PO numbers starting with 430 series) must be submitted to the relevant capital controllers.
Important: If you don't submit accordingly, your invoice will not be paid.



There is a new portal to log queries: **https://usmnow.service-now.com/thungela_portal**
Important: You are required to register on the SNOW portal in order to be granted access.



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



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 masterdata system. To update your information, please contact: **supplierinfo@thungela.com**.

Invoice and Purchase Order (PO) details must match:

- Quantity and price
- Delivery address
- VAT details
- Billing address
- Legal entity

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/service orders remain unaffected, and we will accept multiple deliveries and invoices.



Only provide goods or services with a valid purchase order number. Each invoice number can only relate to one purchase order number apart from value driven orders. 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**.

