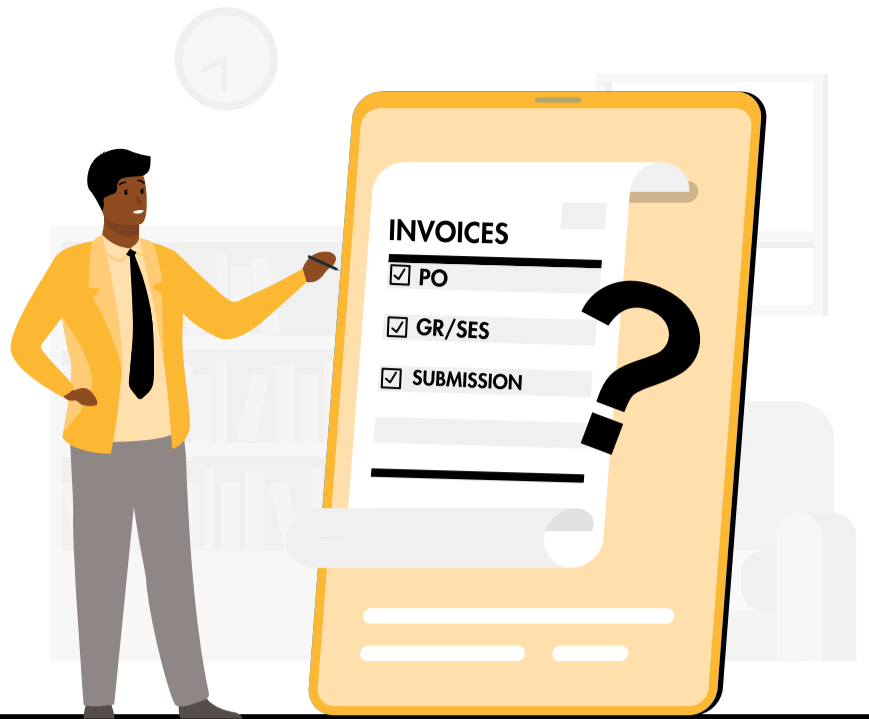


Supplier guide

Frequently Asked Questions



A) Invoices & statements



1 How do I submit my invoices/credit notes (excluding Capex invoices)?

- Non-Ariba invoices will only be processed for payment if received via email at the following e-mail address: vendorinvoices@thungela.com.

2 How do I submit Capex invoices/credit notes?

- All Capex invoices/credit notes should be submitted to the capital procurement team for approval.

3 How do I submit vendor statements?

- Email: vendorstatements@thungela.com.
- Statements should be submitted within the first week of every month.

4 What is the minimum information required for my invoice to be accepted for validation?

Please ensure your invoice contains the following:

- The words "Tax Invoice", "VAT Invoice" or "Invoice".
- Your company's legal entity name (please ensure this aligns to the master data you have provided to Thungela when you became a supplier).
- VAT registration number (if VAT registered) and address of your entity.
- Thungela legal entity name, VAT registration number and address for the entity that has procured goods or services from your company.
- Site name (operations) who procured your goods or services.
- Ensure your banking details included on the invoice match the details as per the master data provided to Thungela.

5 Can I submit an invoice or credit note using a no reply email address?

- 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.
- To ensure timely processing of your invoice, please use the same e-mail address as the details provided during your Thungela vendor onboarding.

6 Can I submit handwritten invoices?

- No, handwritten invoices will be rejected.
- Ensure good quality, clearly visible invoices are submitted to avoid rejection.
- Valid VAT invoices are required to ensure timely processing.

7 Can I attach multiple documents in one email?

- No, only one document per email is acceptable, and attachment size should not exceed 12MB.
- If no document is attached, the email will be rejected.

8 Can I submit an email that contains a link to the invoice?

- No, an email body that contains a link will be rejected.
- Invoices must be submitted as an attachment to the e-mail.

9 Can I submit a partial credit note for my invoice?

- No, partial credit notes will not be accepted. Suppliers are required to issue a credit note for the full invoice amount.

10 Will a password protected document be acceptable?

- No, your email will be rejected, and this could delay the payment process.

11 What are acceptable document types?

- Pdf, jpg, jpeg, png, tif, xls, xlsx, doc, docx, eml.
- Documents submitted in non-acceptable document types will be rejected.

12 Can I submit an invoice/credit note with more than two pages?

- Yes, multiple pages will be accepted if submitted in one attachment to the e-mail.

13 If I submit more than one copy of the same invoice, will I be paid faster?

- No, in fact this could delay the payment process.
- Invoices must be originals or original "copy tax Invoice".

14 When sending the invoice, do we need to attach the delivery note as well?

- No, you only need to send the invoice to the mailbox.

15 If I am registered as a Thungela Supplier on Ariba, do I submit my invoice on Ariba or via email?

- Suppliers registered on Ariba Downstream, or enterprise, need to continue submitting their invoices on Ariba.
- All other suppliers need to submit their invoices via email to: vendorinvoices@thungela.com.