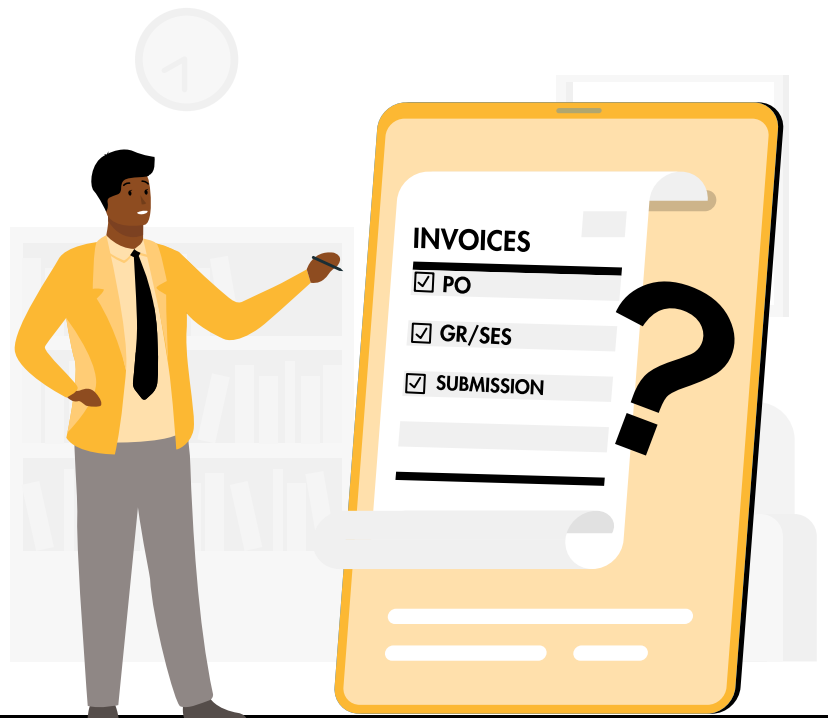


## Supplier guide

### Frequently Asked Questions

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## Payments, orders and deliveries



### 16 When can I expect payment of my invoice?

- Payment is based on specific payment terms from date of invoice.
- Payment terms are determined when you are onboarded as a supplier of Thungela.

### 17 Will partial deliveries be allowed?

- Partial deliveries will be accepted; however, suppliers need to adhere to their commitment to deliver the difference as per the agreed lead time.
- Invoices need to reflect the partially delivered goods.

### 18 How long does it take before a breakdown order is live in SAP? Do we receive a different order number for a breakdown order?

- After hour orders are issued outside the hours of 07h00 -16h00 Monday to Fridays, Saturday & 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.