

Supplier guide

Frequently Asked Questions



C) Queries & contact details



19 Who do I contact if I need to enquire about my payment or outstanding invoice?

- Use this link raise your query via Service Now (SNOW): https://usmnow.service-now.com/thungela_portal.
- You will need to register before you can submit a query.

20 How do I register on Service Now (SNOW)?

- Click on https://usmnow.service-now.com/thungela_portal. Click on the register button and fill in your details.
- 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.

21 Why do I need to register on Service Now (SNOW)?

- Our query management platform is provided by a third party system and we need to ensure compliance with our master data governance and POPIA .

22 What is the timeframe for responding to my query/request?

- You can expect an immediate automated response with a reference number after submitting your query.
- You can use this reference number to check in on your query status or progress.
- Depending on the type of query, you can typically expect feedback within 48 hours from submission (this may be longer over weekends).
- Sending multiple emails about the same query will slow down our response time to you.
- Any queries emailed to other Thungela email accounts will not be responded to.

23 Who can we contact to rectify current orders?

- Please contact the relevant buyer to make any changes to existing orders.

24 Can I make a phone call or send an email to raise a query?

- No, phone calls and emails will not be available to raise queries. Use Service Now (SNOW) rather.

25 What is the minimum detail required in SNOW when raising a query for it to be efficiently resolved?

- Vendor name
- Invoice number/credit note number
- Site/mine
- Type (status/payment date/payment variance query/remittance advice)

Note: The more fields completed, the more efficient the resolution process will be.

28 How can I update my company details?

- Email your request to the Thungela vendor master data team: supplierinfo@thungela.com.

29 How can I update my banking details?

- Email your request to the Thungela vendor master data team: supplierinfo@thungela.com.
- Please submit: - **sole trader**: letter requesting change, clearly displaying the sole trader's identity number; initials and surname. - **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.

30 What is the difference between Non-Purchase Order vendors and trade vendors?

- Trade vendors transact with Thungela based on an approved purchase order. Non-Purchase Order vendors do not need a purchase order; these are only for a few and predefined set of services that are not covered by trade process.