

January 14, 2025

**RE: Customer Support during our Epiroc System Migration in February 2025**

Dear Valued Customer,

Epiroc South Africa would like to take the opportunity to wish you and your organisation a safe and prosperous New Year. We are excited for what lies ahead in 2025 and grateful to have you as a valued customer.

This serves as a reminder that we will be performing our annual stock take on 27<sup>th</sup> January 2025 which will lead into a system freeze period in preparation for our new ERP implementation on 10<sup>th</sup> February 2025. This communication provides you with key information about what to expect as a result of this change, as well as our cut-off dates to be used to plan your order requirements ahead of time to mitigate impact to your business operations.

**1. Service delivery freeze period: 25<sup>th</sup> January – 9<sup>th</sup> February 2025**

As part of the transition to our new system we will have a brief period from **25<sup>th</sup> January 2025 – 9<sup>th</sup> February 2025** where Epiroc will not be able to process new orders, support on normal deliveries, generate invoices, delivery notes or process any order cancellations or returns. During this period our Regional Distribution Centre will be conducting their annual stock take. To mitigate the impact of this on your business, we encourage you to place all order requirements **before 21 January 2025, 11.00am** to ensure delivery prior to our system freeze period. Epiroc will deliver all pending orders by 24<sup>th</sup> January 2025 subject to stock availability.

Any order received after 21 January, 11.00am will only be delivered after 10<sup>th</sup> February 2025.

**Key Dates to Note:**

- 21<sup>st</sup> January 2025, 11.00am : Order receipt cut-off for delivery before 24<sup>th</sup> January 2025
- 24<sup>th</sup> January 2025 : Last outbound order Ex-RDC and final day for collection pick ups
- 25<sup>th</sup> January 2025 – 9<sup>th</sup> February 2025 : Epiroc System Freeze Period. Breakdown Support Services only
- 29<sup>th</sup> January 2025 : System cut off: Invoicing ex-consignment & service agreements
- 10<sup>th</sup> February 2025 : Normal business resumes

		EPIROC CUSTOMER SUPPORT PLAN JAN-FEB 2025																																		
		JANUARY														FEBRUARY																				
		S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F	S	S	M	T	W	Th	F							
		11-Jan	12-Jan	13-Jan	14-Jan	15-Jan	16-Jan	17-Jan	18-Jan	19-Jan	20-Jan	21-Jan	22-Jan	23-Jan	24-Jan	25-Jan	26-Jan	27-Jan	28-Jan	29-Jan	30-Jan	31-Jan	01-Feb	02-Feb	03-Feb	04-Feb	05-Feb	06-Feb	07-Feb	08-Feb	09-Feb	10-Feb	11-Feb	12-Feb	13-Feb	14-Feb
<b>RDC STOCK TAKE &amp; EPIROC SYSTEM FREEZE PERIOD</b>																FREEZE PERIOD																				
	Order placement cut-off for delivery before 24th January 2025															RDC STOCK TAKE																				
	Outbound Deliveries: Cut-Off																																			
	Cut off: System invoices for Service SYSTEM GO LIVE																																			
	Business Operations	NORMAL BUSINESS OPERATIONS														BREAKDOWN SUPPORT SERVICES ONLY														NORMAL BUSINESS OPS.						
<b>SERVICE DELIVERY IMPACT</b>																PAUSE ON NORMAL OUTBOUND DELIVERIES, COLLECTIONS, CREDITS, INVOICING																				

**Epiroc South Africa (Pty) Ltd**

P.O. Box 14110  
Witfield  
1467

Visitors' address:  
16 Innes Road  
Jet Park, 1459

Telephone: +27 (0)11 821 9000  
epiroc.com

Reg. No: 1911/ 03838/ 07

## 2. What to expect when we go live

- As a result of the change in systems, from 10<sup>th</sup> February 2025 you will receive quotes, delivery notes, invoices, advanced invoices (pro-forma invoice), statements, corrective invoices (credit notes) and payment reminders on new Epiroc templates. Please see samples of these documents at the end of this communication which you can share with the relevant stakeholders within your organisation.
- All customer account numbers will change to a different number. Our accounts team will communicate to you, your new account number, from the **22<sup>nd</sup> January 2025** so that you are able to use your new account number on your next transaction with Epiroc.
- Quote, invoice and customer order numbers will increase in character length.
- All COD customers will be required to have a unique Epiroc customer account number. While the process of opening unique accounts for COD customers started in March 2024, there are still a few COD customers who are yet to complete and submit to us the required information. If this is not done in time, there will be a delay in service as Epiroc will only be able to support your request on receipt of these documents as per our Global Trade and Compliance Policy. Our new ERP system does not support the generic cash account and Epiroc will only proceed with the creation of new cash accounts on receipt of the screening documentation and a successful screening outcome.

## 3. Our commitment to minimizing service disruption

Epiroc will have a team of people on standby should you have a breakdown situation during the RDC stock take, and the system freeze period.

### Contact details for Breakdown support:

Email : [Customer.Care@epiroc.com](mailto:Customer.Care@epiroc.com)  
Standby Support Telephone : 078-800-7947

## 4. Support channels

If you have any questions or concerns about the anticipated changes, please feel free to reach out to our customer care team at [customer.care@epiroc.com](mailto:customer.care@epiroc.com). Alternatively, please contact your Customer Manager who will assist with forward planning so that you can mitigate any supply risks.

While we look forward to the implementation of the new system, we are committed to ensuring that service disruption to our customers is minimal and that you are informed timeously of any changes that will impact your business operation.

We are grateful for your support and appreciate your understanding while we embark on this exciting change.

**Best Regards,**



**Saigeetha Pahlad**

**Regional Customer Care Manager**

Scan QR code to view our standard terms and conditions



**Customer:**  
**Last printed:** 29/10/2024  
**Quote:** 1000064924 - 1

**Salesperson:**  
**E-mail:** customer.care@epiroc.com

**Delivery Address**                      **RFQ number**                      **Payer Address**

**Quote date:** 20241029                      **Delivery Method:** Truck  
**Delivery terms:** CIP                      **Currency:** ZAR  
**Payment Terms:** Free Delivery Month + 1 Month


Item	Description	Quantity	Unit list price	Discount per unit	Line amount
2650625888	BOX, HANDY	2.00	92.44		184.88
90029049	179-9034-56-67,51-20	5.00	243.11		1,215.55
0372410010	SHACKLE	1.00	42.33		42.33
	Freight				585.00
				<b>Order Total</b>	2,027.76
				<b>VAT</b>	216.41
				<b>Total</b>	2,244.17

*This quotation is valid for 30 days from date printed above.*

*On acceptance of this quote, kindly email your purchase order to customer.care@epiroc.com and include the quotation reference number.*

*For non-Epiroc account holders, Epiroc will only be able to arrange deliveries once we have confirmation that payment is reflected in our Citibank account. To ensure timeous order readiness, we recommend the use of EFT payment method with immediate release.*

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<b>Departure date</b> 2023/12/12	<b>Dely note time</b> 12:00 PM	<b>Extended inv no</b>	<b>Facility</b> DA1
<b>Delivery number</b> 1009068156 		<b>Order number</b> 3001254946	<b>Delivery method</b> Truck
			<b>Delivery terms</b> DAP, Incoterms 2020
			<b>Payment terms</b> 30 Days Net

<b>Consignee</b>	<b>Consignor</b>
	Epiroc South Africa (PTY) Epiroc Customer Center Innes Road, Jet Park Boksburg 1459 South Africa

Line	Description	Article	Delivered qty	Order qty	Pack	Batch No
1	MAINTENANCE BOX NO. 1 SERVICE-BOX KPL NR.1 MB 750-HB2500	3363089844	1.00	1.00	0	
2	O-RING	2695086641	8.00	8.00	0	
3	NARROW BELT//1011 ENGINE	2402000542	6.00	6.00	0	


Our terms of payment are strictly 30 Days Net from date of invoice as per Epiroc's standard terms and conditions  
 GOODS MAY ONLY BE RETURNED BY ARRANGEMENT  
 AND ON CONDITION THAT OUR INVOICE/DEBIT NOTE  
 NUMBER IS QUOTED. A HANDLING CHARGE OF UP TO  
 20 % MAY BE LEVIED ON RETURNS.

IT IS AN EXPRESS CONDITION OF THIS SALE THAT  
 OWNERSHIP IN THE GOODS HEREBY SOLD AND RECEIVED  
 IN GOOD ORDER AND CONDITION SHALL REMAIN VESTED IN  
 THE SELLER UNTIL SUCH TIME AS THE FULL PURCHASE  
 PRICE OF THE SAID GOODS HAS BEEN PAID TO THE SELLER.

<b>Net weight</b>	9.36 kg
<b>Gross weight</b>	9.4 kg
<b>Volume</b>	0.013 m3
<b>No. pkgs</b>	1

# DELIVERY NOTE

## Customer copy

<b>Departure date</b> 2023/12/12	<b>Dely note time</b> 12:00 PM	<b>Extended inv no</b>  	<b>Facility</b> DA1
<b>Delivery number</b> 1009068156 		<b>Order number</b> 3001254946	<b>Delivery method</b> Truck
			<b>Delivery terms</b> DAP, Incoterms 2020
			<b>Payment terms</b> 30 Days Net

Line Description	Article	Delivered qty	Order qty	Pack	Batch No
<b>Ext tracking no</b>					
Driver signature					<b>CUSTOMER STAMP</b>
Vehicle registration no					
Date					
Received by, signature					
Date					

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**Supplying Company**  
 Epiroc South Africa (Pty) Ltd  
 Boksburg 1459  
 South Africa  
**Entity Code:** ZAM

**Invoice date**  
 2023/01/01  
**Due Date**  
 2023/02/28

**Invoice no**  
 231000014  
**Customer ref**  
 Resp

**Order number**  
 3001599438  
**Customer PO#**  
 PO240826\_8  
**Customer**

**Ship to**

**Sold to**

**Payment terms**  
 Free Delivery Month + 1 Month

**Delivery terms**  
 CIP, Incoterms 2020

**Delivery method**  
 Truck  
**Your VAT reg no**

**Shipping marks**  
 See attached spec.

Line	Description	Article No Dely no	Invoiced Qty Unit	Orig. %Disc	Unit Price	Total
	<b>Customer PO#</b>	PO240826_8				
	<b>Customer ref</b>					
1	SPRING	5540058700 1011534436	10.00	EA JP	2 113,37	21 133,70
	<b>HS Code</b>	7320205000				
	<b>Tot net weight/kg</b>	4,900				
2	SPRING	5540475600 1011534436	15.00	EA JP	216,94	3 254,10
	SPRING PIN					
	<b>HS Code</b>	7318240000				
	<b>Tot net weight/kg</b>	0,375				

	VAT	VAT1(%)	VAT2(%)	Original invoice	This invoice	Net amount
				0,00	24 387,80	24 387,80
<b>VAT</b>	Sales Normal VAT	15.00%		0,00	24 387,80	3 658,17
				<b>Item value</b>		24 387,80
				<b>Subtotal</b>		24 387,80
				<b>TOTAL</b>	<b>ZAR</b>	28 045,97

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 of Sales

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**Supplying Company**  
Epiroc South Africa (Pty) Ltd  
Boksburg 1459  
South Africa  
**Entity Code:** ZAM

**Invoice date**  
2023/01/01  
**Due Date**  
2023/02/28

**Invoice no**  
231000014  
**Customer ref**  
**Resp**

**Order number**  
3001599438  
**Customer PO#**  
PO240826\_8  
**Customer**

**Prohibited to re-export deliverables from Epiroc Group to Russia or for use in Russia.**

The European Union (EU) has on 18 December 2023 adopted its 12th sanctions package targeting Russia. Article 12g of Regulation (EU) No 833/2014 require us to impose a so called "No Re-Exports to Russia Clause" in the agreement with you. Thus, by accepting or using any deliverables from us, or placing a new order with Epiroc Group, you accept to neither sell, export or re-export any deliverables from Epiroc Group to Russia, nor sell, export or re-export such deliverables for use in Russia. Furthermore, you undertake your best efforts to ensure compliance, by you and by any third parties contracted by you, with this obligation. You also undertake to set up and maintain an adequate monitoring mechanism to detect any non-compliance with these obligations by any third parties contracted by you. A breach of any of these obligations shall entitle us to terminate the affected agreements with you due to breach of contract and claim other remedies available to us under applicable laws and contracts.

**NB. Material Data Sheets Available on Request**

Claims relating to incorrect deliveries must be made in writing to: [customer.care@epiroc.com](mailto:customer.care@epiroc.com) within 5 Business Days. All orders approved for return will be subject to a 20% (twenty percent) handling charge based on invoice value should the item/s found to be not defective or if the order was found to be correctly delivered.

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**Supplying Company**  
 Epiroc South Africa (Pty) Ltd  
 Boksburg 1459  
 South Africa  
**Entity Code:** ZAM

**Invoice date**  
 2024/09/12  
**Due Date**  
 2024/09/12

**Invoice no**  
 241000023  
**Customer ref**  
 Resp

**Order number**  
 3001600640  
**Customer PO#**  
 PO3544  
**Customer**

**Ship to**

**Sold to**

**Payment terms**  
 Payment in Advance

**Delivery terms**  
 CIP, Incoterms 2020

**Delivery method**  
 Truck  
**Your VAT reg no**

**Shipping marks**  
 See attached spec.

Line	Description	Article No	Invoiced Qty	Orig.	Unit Price	Total
		Dely no	Unit	%Disc	%Disc	
	<b>Customer PO#</b>	PO3544				
	<b>Customer ref</b>					
					<b>Advance payment</b>	2 060 000,00
	VAT	VAT1(%)	VAT2(%)	Original invoice	This invoice	Net amount
				0,00	2 060 000,00	2 060 000,00
<b>VAT</b>	Sales Normal VAT	15.00%		0,00	2 060 000,00	309 000,00
					<b>Charge amount</b>	2 060 000,00
					<b>Subtotal</b>	2 060 000,00
					<b>TOTAL</b>	<b>ZAR 2 369 000,00</b>

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**Supplying Company**  
Epiroc South Africa (Pty) Ltd  
Boksburg 1459  
South Africa  
**Entity Code: ZAM**

**Invoice date**  
2024/09/12  
**Due Date**  
2024/09/12

**Invoice no**  
241000023  
**Customer ref**  
  
**Resp**

**Order number**  
3001600640  
**Customer PO#**  
PO3544  
**Customer**

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# STATEMENT OF ACCOUNT

1 (1)

Date

2024/09/24

Statement no

2000000009

Remit to

Payer

Our reference

Credit dept ref

Telephone no

E-mail address

Invoice no	Inv. tp.	Your order no	Inv dt	Due dt	Cur	Stp	Invoice amount	Remaining amt
<b>Customer</b>					<b>Name</b>		1 000,00	
244000016			2024/09/24	2024/10/04	ZAR		1 000,00	1 000,00
<b>Total</b>					ZAR			1 000,00

**Total ZAR**

1 000,00

CN=Credit note, AP=On account payment

## Age Distribution

Overdue payments by due date aged from 2024/09/24

1 - 30 Days

31 - 60 Days

> 60 Days

**Total overdue**

0,00

0,00

0,00

0,00 ZAR

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**Supplying Company**  
 Epiroc South Africa (Pty) Ltd  
 Boksburg 1459  
 South Africa  
**Entity Code:** ZAM

**Invoice date**  
 2024/12/03  
**Due Date**  
 2025/01/31

**Invoice no**  
 241000190  
**Customer ref**  
 Resp

**Order number**  
 3001604508  
**Customer PO#**  
 ZAFASMA NC 14  
**Customer**

**Ship to**

**Sold to**

**Payment terms**  
 Free Delivery Month + 1 Month

**Delivery terms**  
 CIP, Incoterms 2020

**Delivery method**  
 Truck  
**Your VAT reg no**

**Cash disc term**  
 30d 2,5%

**Shipping marks**  
 See attached spec.

**Orig invoice no** 241000188  
**Orig inv date** 2024-12-03

Line	Description	Article No	Invoiced Qty	Orig.	Unit Price	Total
		Dely no	Unit	%Disc	%Disc	

**Customer PO#** ZAFASMA NC 14  
**Customer ref**

**Breakdown Fee** -2 000,00  
**Breakdown Fee** 1 500,00

	VAT	VAT1(%)	VAT2(%)	Original invoice	This invoice	Net amount
<b>VAT</b>	Sales Normal VAT	15.00%		2 000,00	1 500,00	- 500,00
				300,00	1 500,00	- 75,00

**Charge amount** - 500,00  
**Subtotal** - 500,00  
**VAT** - 75,00  
**TOTAL** ZAR - 575,00

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Boksburg 1459  
South Africa  
**Entity Code:** ZAM

**Invoice date**  
2024/12/03  
**Due Date**  
2025/01/31

**Invoice no**  
241000190  
**Customer ref**  
  
**Resp**

**Order number**  
3001604508  
**Customer PO#**  
ZAFASMA NC 14  
**Customer**

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**Date**  
2024-09-26

**Reminder no**  
1000000008

**Our reference**

**Payer**

**Credit dept ref**

**Payer address**

**Telephone no 1**

**Salesperson**

Default User for RESP fields

**Dear Sir or Madam**

**This is a friendly reminder advising you that the following invoices are overdue.**

Invoice no	Inv dt	Due dt	Dys	Rem	Cur	Remaining amt
540198	2021/02/09	2021/03/31	1273	1	ZAR	3 890,52
548736	2021/04/19	2021/05/31	1212	1	ZAR	1 225,03
551755	2021/05/18	2021/06/30	1182	1	ZAR	15 210,77
552232	2021/05/20	2021/06/30	1182	1	ZAR	1 174,10
552345	2021/05/21	2021/06/30	1182	1	ZAR	1 174,10
557466	2021/07/05	2021/08/31	1120	1	ZAR	4 434,38
557594	2021/07/06	2021/08/31	1120	1	ZAR	1 997,73
558925	2021/07/19	2021/08/31	1120	1	ZAR	36 752,70
559847	2021/07/27	2021/08/31	1120	1	ZAR	265 563,95
559900	2021/07/27	2021/08/31	1120	1	ZAR	4 798,70
559901	2021/07/27	2021/08/31	1120	1	ZAR	4 798,70
560363	2021/07/29	2021/08/31	1120	1	ZAR	10 245,18
560719	2021/08/03	2021/09/30	1090	1	ZAR	499,32
560721	2021/08/03	2021/09/30	1090	1	ZAR	95 821,06
561740	2021/08/13	2021/09/30	1090	1	ZAR	2 956,65
562055	2021/08/16	2021/09/30	1090	1	ZAR	13 124,65
564883	2021/09/10	2021/11/01	1058	1	ZAR	56 393,49
565058	2021/09/13	2021/11/01	1058	1	ZAR	27 867,12
565310	2021/09/15	2021/11/01	1058	1	ZAR	140,54
573444	2021/12/01	2022/01/31	967	1	ZAR	2 114,43
460915	2022/03/14	2022/04/29		1	ZAR	-28 273,28
521589	2022/07/22	2022/08/31	755	1	ZAR	32 548,16
514447	2022/09/27	2022/10/31		1	ZAR	-22 078,41
5490	2022/09/30	2022/10/31		1	ZAR	-5 958,93

Date  
2024-09-26

Reminder no  
1000000008

Invoice no	Inv dt	Due dt	Dys	Rem	Cur	Remaining amt
664996	2024/06/28	2024/08/30	25	1	ZAR	1 377 715,11
665007	2024/06/28	2024/08/30	25	1	ZAR	175 695,10
665034	2024/06/28	2024/08/30	25	1	ZAR	12 421 761,39
665121	2024/06/28	2024/08/30	25	1	ZAR	32 547,55
665122	2024/06/28	2024/08/30	25	1	ZAR	2 813,07
665123	2024/06/28	2024/08/30	25	1	ZAR	28 192,37
665128	2024/06/28	2024/08/30	25	1	ZAR	64 524,49
665129	2024/06/28	2024/08/30	25	1	ZAR	3 361,37
665167	2024/06/28	2024/08/30	25	1	ZAR	81 297,76
665168	2024/06/28	2024/08/30	25	1	ZAR	21 285,07
<b>Invoice past due</b>		<b>Total</b>			ZAR	35 815 922,51
		<b>REMINDER TOTAL</b>			ZAR	35 815 922,51

Payments included up to 240924

If you have already remitted your payment, please disregard this letter