

1 November 2024

Dear Valued Customer

MEMO: Customer Support during the 2024 Festive Period and Epiroc's migration to a new transactional system in 2025

Epiroc South Africa (Pty) Ltd takes this opportunity to inform our valued customers of our Customer Support Plan for the December 2024 festive period and share the exciting news that we will be moving to a new transactional system in February 2025. The system migration is in line with our digital strategy with the ultimate goal of continuously improving service delivery to our customers. While we transition to our new system, there will be a brief period where we will not be able to transact. The purpose of this communication is to provide you with important information about what to expect as a result of this change and to inform you of important dates that can be used to plan your order requirements ahead of time so that deliveries can take place prior to the Festive break and ahead of our system migration period.

1. Festive Break: 23rd December 2024 -3rd January 2025

Epiroc South Africa (Pty) Ltd will close for the Festive Break from 23rd December 2024 to 3rd January 2025. Normal business will resume from 6th January 2025. We encourage you to place all order requirements before **17th December 2024** to ensure delivery prior to our year end closure period. Epiroc will deliver all pending orders by the 20th December subject to stock availability. Any order received after 17th December 11.00am is likely to be delivered after 6th January 2025.

Key Dates:

17 th December 2024, 11.00am	: Order receipt cut-off for delivery before 20 th December 2024
18-19 th December 2024	: Urgent orders only
20 th December 2024	: Last outbound order Ex-RDC and final day for collection pick ups
21 st December 2024 – 5 th January 2025	: Epiroc closure period. Breakdown Support Services only
6 th January 2025	: Normal business resumes

2. Epiroc's migration to a new transactional system: 10th February 2025

Epiroc South Africa (Pty) Ltd will be migrating to a new transactional system on 10th February 2025. Below is some information on what to expect once we go live, and details about our freeze period during which time we will not be able to transact and support on deliveries.

2.1 What to expect when we go live

- All our customer documentation will have a different design and layout (i.e. quotes, delivery notes, invoice, statements, remittance). We will share samples of this in upcoming communications so that you can share this 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 3rd February 2025 so that you are able to use the new account number on your next transaction with Epiroc.

Epiroc South Africa (Pty) Ltd

- 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 this year, there are still a few COD customers who are yet to complete and submit to us the required information. If you are a cash customer and yet to submit this to us, please kindly do so as soon as possible to avoid any service delays. 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 transactional 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.

2.2 RDC Stock Take & System freeze period: 25th January – 9th February 2025

As part of the transition to our new system we will have a brief period from **25th January 2025 – 9th 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 24th January 2025 subject to stock availability. Any order received after 21 January, 11.00am will only be delivered after 10th February 2025.

Invoicing ex-consignment and invoicing on service agreements will continue up until 31 January 2025. After 31 January and until Epiroc goes live on the new transactional system, Epiroc will support consignment and service agreements using manual processes.

Key Dates:

21 st January 2025, 11.00am	: Order receipt cut-off for delivery before 24 th January 2024
24 th January 2025	: Last outbound order Ex-RDC and final day for collection pick ups
25 th January 2025 – 9 th February 2025	: Epiroc System Freeze Period. Breakdown Support Services only
31 st January 2025	: System cut off: Invoicing ex-consignment & service agreements
10 th February 2025	: Normal business resumes

3. Epiroc's Commitment to minimizing service disruption

Epiroc will have a customer support team on standby should you have a breakdown situation and need parts or consumables to be delivered whilst we are closed for the Festive Break and during the System Freeze period.

For afterhour support (i.e. after 4.30pm from Mon-Thurs and after 3.00pm on Friday), public holidays and weekends, please call 078-800-7947. The breakdown support team will be available both during office hours and after-hours until 09.00pm.

Contact details for Breakdown support:

Email	: Customer.Care@epiroc.com
Standby Support Telephone	: 078-800-7947

4. Upcoming communications and 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. We will be happy to assist you with any further information that you might need. Alternatively, please contact your Customer Manager who can assist with forward planning so that you can mitigate any supply risks. We will share samples of our new invoices, quotes, delivery notes and remittances in the upcoming weeks. This can be shared with the relevant stakeholders in your organisation.

Whilst we look forward to the implementation of the new system, Epiroc South Africa (Pty) Ltd is committed to ensuring that service disruption to our customers is minimal and that you are informed timeously of any changes



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to our Festive Break closure plan and System Migration plan. Please receive our closure schedule and system freeze plan on page 4.

We sincerely thank you for your support and will appreciate your understanding while we embark on this change process. On this note, Epiroc South Africa (Pty) Ltd takes this opportunity to wish you all the best as you plan for the year end and wish you and your team a safe and blessed 2025.

Best Regards,

S. Pahlad

Saigeetha Pahlad
Regional Customer Care Manager

