

18 June 2024

Dear Valued Customer

Please distribute the communique below to customers.

Go Live of SAP S/4HANA Upgrade delayed.

We would like to provide you with an update regarding the Go Live of Transnet TPT's SAP S/4HANA upgrade. While we have made significant progress, we encountered some unforeseen challenges during the transition process that have impacted our timeline. The solution is now going Live on the 20th of June 2024.

Key Points:

- **Challenges Encountered:** During the conversion process, certain technical processes are taking longer due to the volume of data.
- **Immediate Actions:** Our teams are actively working to address these issues, with additional resources mobilized to expedite the resolution process. All non-container operations to use manual processes in the meantime in order to minimize business continuity disruptions.
- **Business Continuity:** We have contingency plans in place to maintain essential operations and minimize any disruption to our services.

What This Means for You:

- **Temporary Adjustments:** There may be minor adjustments to our service delivery as we work through these issues.
- **Ongoing Support:** Our customer support team is available to assist you with any concerns or questions you may have during this period.

We apologise for the inconvenience caused and appreciate your patience and understanding as we navigate through these challenges. Rest assured; we are committed to resolving these issues promptly to ensure that we can provide you with the high level of service you expect from us.

If you have any questions or need further assistance, please do not hesitate to contact your respective customer services personnel.

Thank you for your continued support.

Kind regards,

Transnet SOC Ltd	138 Eloff Street	P.O. Box 72501
Registration Number	Braamfontein	Parkview, Johannesburg
1990/000900/30	JOHANNESBURG	South Africa, 2122
	2000	

Directors: A Sangqu (Chairperson) C Benjamin R Buthelezi M Debel B Jiya L Letsoalo FS Mufamadi D Patel B Sedupane MP Zambane M Phillips* (Group Chief Executive) N Maphumulo* (Group Chief Financial Officer)

*Executive

Group Company Secretary: Ms S Bopape

www.transnet.net

"This letterhead contains personal information as defined in the **Protection of Personal Information Act, No. 4 of 2013** (the "Act"). The signatory consents to the processing of his/ her personal information and is obliged to handle other data subject's information in accordance with the requirements of the Act".

TRANSNET HAS A 'ZERO GIFTS' POLICY. NO EMPLOYEE IS ALLOWED TO ACCEPT GIFTS, FAVOURS OR BENEFITS



National Interaction Centre
Transnet Port Terminals

☎ 031-361 1150

☎ 0861 2044 85

📠 031- 361 1715

✉ tptcallcentre@transnet.net

✉ complaints@transnet.net

✉ compliments@transnet.net

“Have you registered for DTMS, if not please click on the link below to assist you with the registration process.”

(<https://dtms.transnet.net>) DTMS support WhatsApp number ([0684130934](https://wa.me/0684130934))