

Siemens Proprietary Limited, Siemens Park, Halfway House,
300 Janadel Avenue, 1685 Midrand

Siemens South Africa
Digital Industries

Name	Ralf Leinen
Department	RC-ZA DI
Telephone	+27 11 652 2000
E-mail	ladtincominorders.za@siemens.com
Our reference	Industry Mall Rollout
Date	11 February 2020

– Dear Valued Customer,

Siemens Digital Industries is pleased to announce the complete rollout of the Industry Mall that will streamline our order processing platform and improve our overall service delivery. As of March 2020, there will be a concerted effort and drive to increase business activities via our digital platform. This would entail all incoming orders to be captured on the Industry Mall with no manual orders being accepted. This is a progressive change within our company that will enhance efficiency, reduce errors, omissions and a faster turnaround for you. We are excited to provide you with this platform as we move to a more transparent and digitized way of conducting business via the Industry Mall.

To facilitate this change, we require you to log onto the Industry Mall <https://mall.industry.siemens.com> and register your company details to ensure that we continue providing products and services to you. Your participation in this process is deemed compulsory.

What does this mean for you?

- Customers are required to transact with Siemens Digital Industries using the Industry Mall for all product related orders. This online platform not only enhances digital business allowing for increased automation but brings many benefits, such as real-time Order tracking, delivery and end-to-end process visibility.

When will this take effect?

We are targeting a go-live date on 1 April 2020. Subsequently:

- All manual orders will be re-outed to you for registration and processing on the Industry Mall.
- A support process will be communicated to you for future contact and queries.

What happens next?

- We will provide support during the registration process and provide you with relevant training dates to further assist you in navigating your way around the Industry Mall.
- Should you be registered and ready for training before the training dates, please make an appointment with a Siemens employee via our Customer Business Centre.

Siemens Proprietary Limited
Digital Industries; Management: Ralf Leinen

Siemens Park, Halfway House
300 Janadel Avenue
1685 Midrand
South Africa

Tel.: +27 (11) 652 2000
www.siemens.co.za

Contact us

- Should you have any questions or concerns regarding this initiative, or you are not the correct person to receive this communication, please contact us at our Customer Business Centre on 0860 80 80 80
- For enablement related queries, please contact the e-business consultant: bayne.slabbert@siemens.com

Thank you in advance for your support.

Sincerely yours,
Siemens Proprietary Limited



Ralf Leinen
Senior Vice President: Digital Industries
Southern and Eastern Africa



Lloyd Naidoo
Vice President Finance: Digital Industries
Southern and Eastern Africa