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**TO: IUCMA STAKEHOLDERS AND CUSTOMERS**

**FROM: MR LC MOHALABA  
CHIEF EXECUTIVE OFFICER**

**SUBJECT: UNAVAILABILITY OF FINANCIAL SYSTEM (SAP)**

**DATE: 24 FEBRUARY 2022**

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With reference to the above-mentioned subject, kindly be advised that our reporting system - SAP – has been down due to hardware failure at DWS National Office. The affected services for the IUCMA include the following functions:

- Billing and Invoicing of all customers
- Allocation of payments, credit notes or commission (where applicable) for all customers
- Creditor reconciliation for suppliers
- Viewing and dissemination of institutional financial reports

However, it should be noted that the IUCMA has made necessary arrangements in the absence of the SAP system to continue with its daily operations as follows:

1. Customers are advised to make use of the invoice and statement portal to access invoices and statements as of 31 January 2022. Customers may access the portal by using this link and IUCMA website, <https://iucmabilling.dws.gov.za>.

**NB: Payments rendered in February 2022 may not reflect but will be updated upon full restoration of system.**

SUBJECT: UNAVAILABILITY OF FINANCIAL SYSTEM (SAP)

For all queries customers are encouraged to contact the Revenue Department on 013-753 9000 or [revenueclientqueries@iucma.co.za](mailto:revenueclientqueries@iucma.co.za)

2. Supplier payments will be honoured as they fall due. All suppliers are encouraged to submit invoices to the IUCMA for payment. Any changes to customer information must be effected on National Treasury's Central Supplier Database on <https://secure.csd.gov.za/Account/Login>.

For all queries suppliers are encouraged to contact the Manager Supply Chain department on 013-753 9000 or [mbathas@iucma.co.za](mailto:mbathas@iucma.co.za).

Any progress regarding this matter will be further communicated. The IUCMA would like to sincerely apologize for any inconvenienced caused.

Warm regards,



**MR LC Mohalaba**  
**CHIEF EXECUTIVE OFFICER**

24/02/2022  
**DATE**