

Freedom creates space



**Our innovative and unique
customer platform is online!**

USER GUIDE

Dear customers and business partners,

„Freedom creates space“ – this is the motto by which we are launching our innovative and unique customer platform. We provide full transparency about your copper account and simplify the handling of standard processes, that creates more opportunities in everyday work.

Efficiency and innovation are important components of our economic practices. Especially in copper purchasing, it is important to have an overview of current stocks and planned transactions. With the launch of our newly developed customer platform, we would like to make your everyday work easier - the SÜDKUPFER customer platform keeps you informed about your stocks at

any time and enables you to submit online orders for price fixing and release.

Enclosed you will find our user guide, which will give you an understanding of the various functions of our platform and opens the door into the „New World of Copper Business“. Have fun with the new features!

Yours sincerely

Armin Mohn

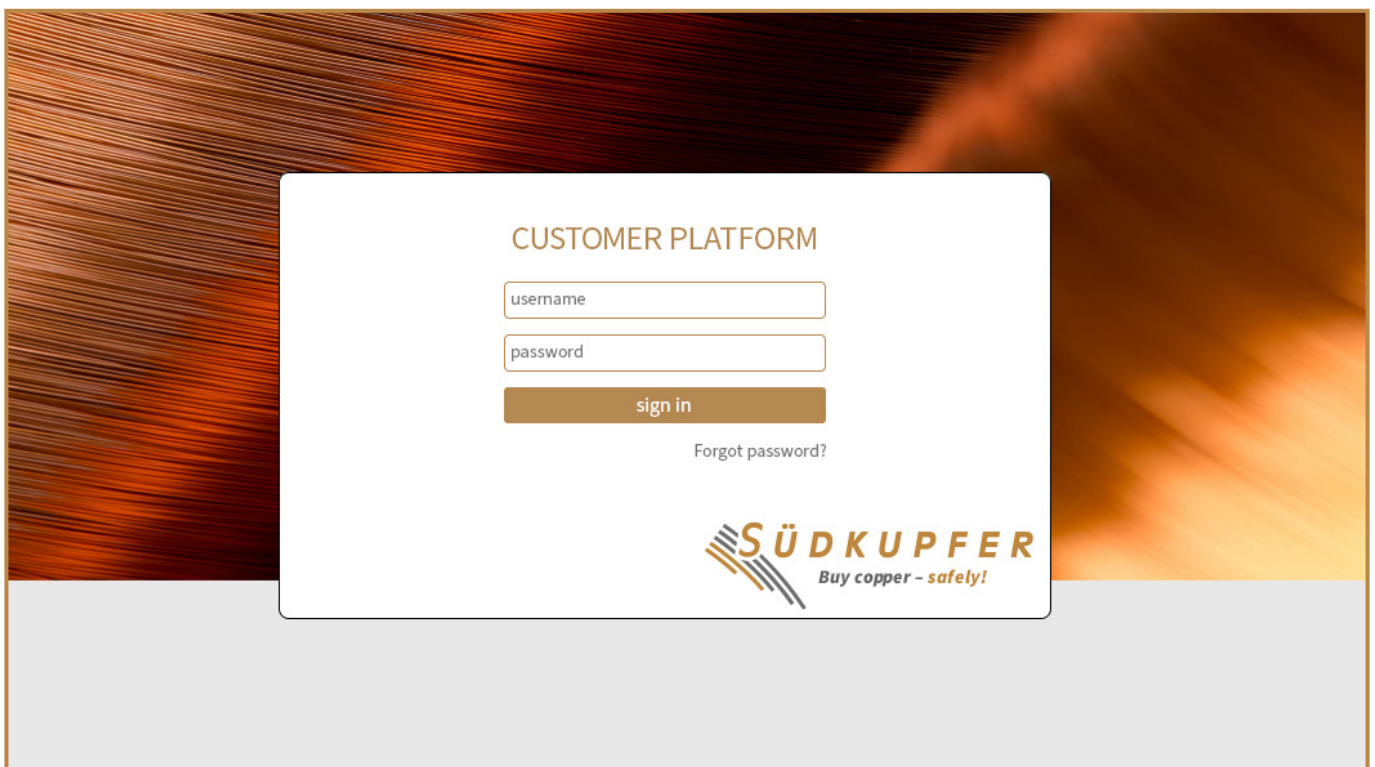
Guido Kalker



1 The registration process – the first login to the SÜDKUPFER customer platform

For the first registration you will receive the login data from SÜDKUPFER on request. Our support team will send your **username** and **initial password** by email. With this data, you are able to log in the customer platform via the domain <https://kundenportal.suedkupfer.de/> Once there you will be asked to create your access for 2-factor authentication. This procedure is mandatory in order to protect your data. For the initial registration

you need an authenticator app on your smartphone. We recommend the „Google Authenticator App“, which you can find in the App Store (iPhone) and the Google Play Store (Android smartphone). To complete the registration of your smartphone, please scan the QR code that will be shown when you log in and follow the process described there.



After successfully registering your smartphone, you will be taken to the SÜDKUPFER customer platform. In the first step, our General Conditions of Use will appear. Please read them carefully and decide whether you

want to accept or reject the General Conditions of Use. If you accept them, the corresponding banner disappears, and you are taken to the customer platform.

You can access the General Conditions of Use again at any time (at the bottom right of the customer platform). If you do not agree with the terms and conditions and reject them, you will be automatically logged out. The SÜDKUPFER customer platform can only be used on basis of these General Conditions of Use.

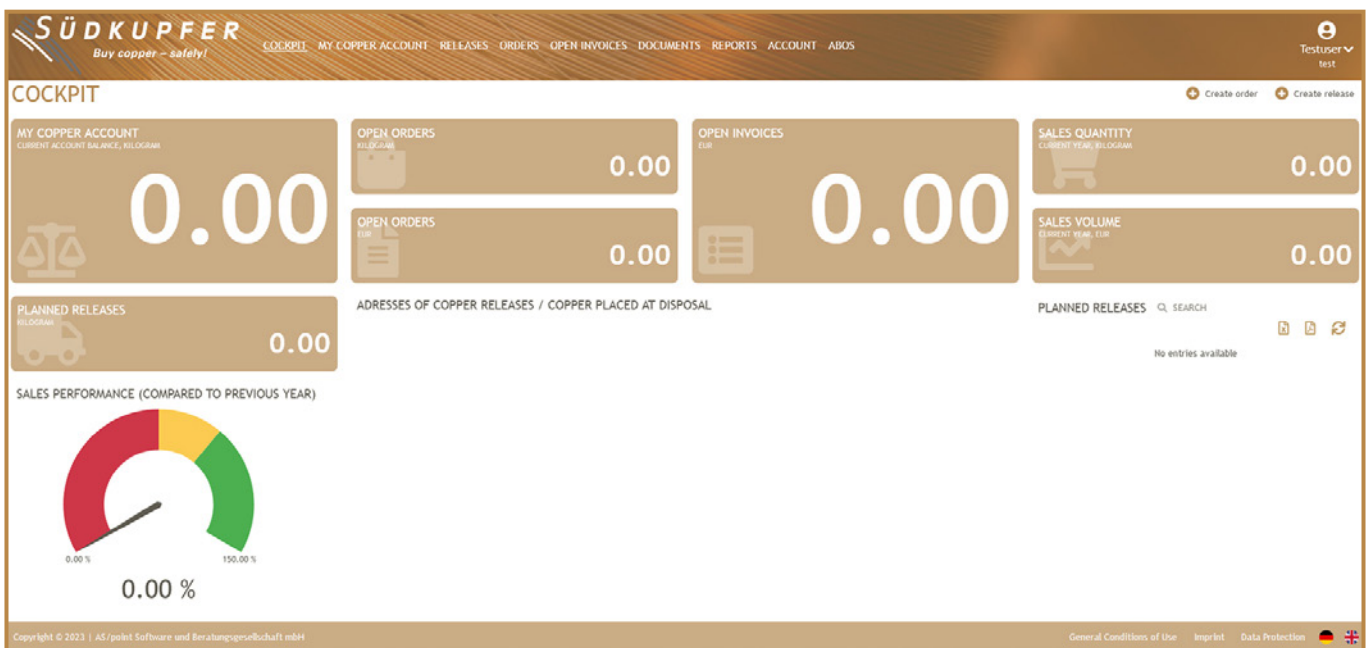
Another security-relevant feature is amending your password after logging in for the first time. The necessary security cannot be guaranteed by the initial password alone. It is essential that you change the initial password immediately

after logging in for the first time by clicking on the „Edit password“ button in the upper right corner. You will not be explicitly asked to change your password. It is therefore essential that you make this change on your own.

Once you have changed your password, you can start with the SÜDKUPFER customer platform and take advantage of our new service.

2 Information in the customer platform

The menu bar at the top of the customer platform allows to identify where you are in the customer platform at any time. You will start in the so-called „Cockpit“.



There you have all the important information at a glance. In addition to the current status of your copper account, you will receive information about your open orders, the open invoices, the planned releases and

deliveries as well as annual turnover and sales figures. By clicking on the respective icon, you will be taken directly to the menu selected, where you will receive further information.

„My Copper Account“ – this menu item is the heart of the customer platform. Here you get full overview of all transactions that have been processed in your copper account and of all transactions that are planned for the future. A filter function can be used to filter by product and by booking period.

In the menu items „Releases“ and „Orders“, your releases and orders are sorted by „Open“, „In process“, „In planning“ and „History“. The individual categories are related to the respective status of the corresponding order or release. For this purpose, additional information on pricing can be retrieved, especially for orders.

In the menu bar, you can continue with the „Open invoices“. Here you will find your current unpaid invoices with the associated documents and corresponding due dates.

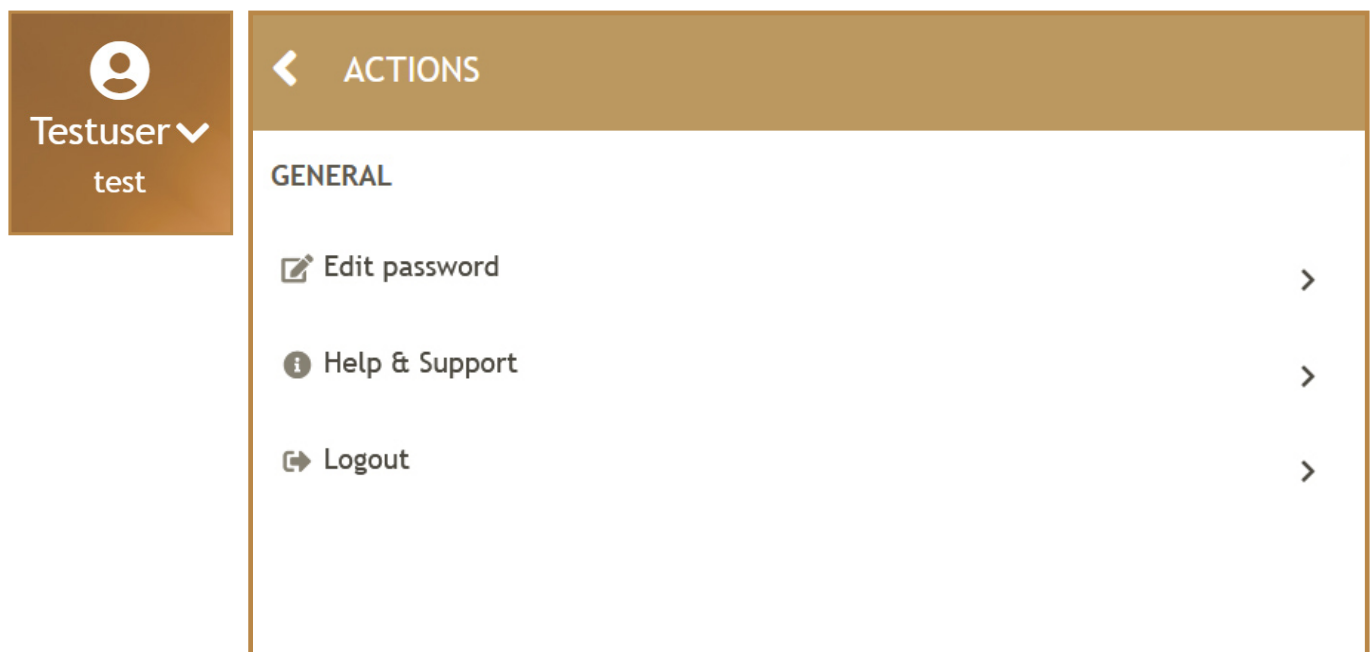
Under menu item „Documents“ you can retrieve invoices, order confirmations, release confirmations, etc.

With the menu item „Reports“ you get various evaluation options. Here you can also generate various statistics and evaluate your copper account individually.

In the menu item „Account“ you can see your currently stored contact details and the data about your company.

In addition, you will receive links to our other online services via the menu item „Abos“. Here you will find valuable information about the copper market and can access our existing price platform SÜDKUPFER-News.

NOTE: You must create a separate subscription-based account for SÜDKUPFER-News.



By clicking on your user data, you can select „Edit password“ or log out of the platform. Furthermore, a user with permission to access more than one company-account can select the respective company.

3 Create and manage orders and releases

In addition to the given transparency of the SÜDKUPFER customer platform, we offer the opportunity to place and manage orders for price fixing and submit orders for release.



The menu items „Create order“ and „Create release“ will take you directly to the respective input screen. You can start directly with the order entry. The two buttons can be found at the top right of each menu item. This

enables you to place an order or to submit a release with SÜDKUPFER at anytime from anywhere. The two processes are described in detail in the following.

3.1 Orders

Use the „Create order“ input screen to create orders to buy on the unknown as well as orders to buy on the average. All other orders must still be placed by phone with the SÜDKUPFER team.

RECORD ORDER

Cut-off time for same-day execution is 12:00 noon CET

Order information	
Order from	<input style="width: 90%;" type="text" value="11/02/2023 00:28"/>
Order type	<input style="width: 90%;" type="text" value="Copper"/>
Order no.	<input style="width: 90%;" type="text"/>
Currency	<input style="width: 90%;" type="text" value="Euro"/>

Next
Cancel

The basic information for price fixing must be entered on the first page of the input screen. The order date is fixed, including the time of entry. In the order type, you can choose between „Copper“ for the purchase of

copper cathodes and „Copper (semi-finished products)“ for the purchase of semi-finished copper products. You also need to specify the corresponding currency for your order. Click on „Next“ to go to the next page.

RECORD ORDER - EDIT / ADD POSITIONS

Cut-off time for same-day execution is 12:00 noon CET

Order information

Order from:

Order type:

Order no.:

Currency:

Position	Amount (in kg)	Delivery date	Fixation type	Fixation on	Fixation from	Fixation till	Release	Releaseaddress	Freetext
1	1								

Create/Edit position

Position:

Amount (in kg):

Delivery date:

Fixation type:

Release:

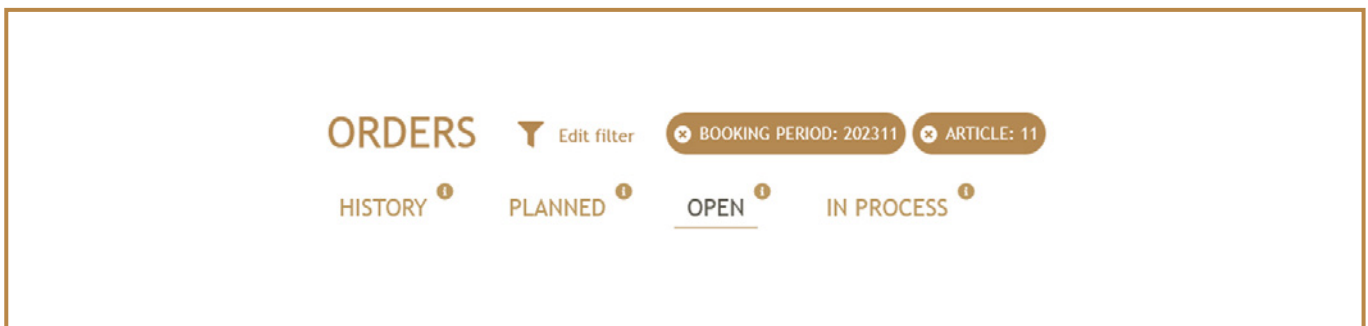
In the upper section, you see examples of collected order data. Here you can add “Positions” to the order. You automatically start with position 1 and specify an amount (in kg), the delivery date and the fixation type (unknown or average). When you enter an order for the unknown, a window for the fixing date opens. If you select the „average“ option, a window will open to enter a fixing period. It should be noted that the fixing period must be at least 5 LME trading days.

By selecting the „Release“ box, you can add a release address. The amount (in kg) and the delivery date are already copied from the position. All you have to do is select your release address and you can add a free text optionally. Please note that you can enter one release per position.

If you choose to have different release addresses, you must divide your order into several positions.

After entering an order position, it is possible to add more positions by using the „+“ icon, which is located in the middle of the input screen on the far right. You can either edit the positions or delete them again if you entered them incorrectly. Click on „Next“ to finalise the input. Please note that the cut-off time for all same day execution orders is 12:00 Central European Time (CET). Other-

wise, the order will be executed on the following LME trading day. If you send the order with „Apply“, the order will be received by SÜDKUPFER and will appear in your order overview (menu item “Orders”) under „Open orders“.



In menu item „Orders“ you can track the current status of your order at any time. After entering and forwarding, the order will appear under „Open“. As soon as the SÜDKUPFER team processes your order, the status changes to „In process“. After a successful plausibility check by SÜDKUPFER, you will see the order under „Planned“. Once the order has been finally executed, you can view it via „History“.

The respective status is relevant for a cancellation, if necessary. As long as the order is still in the „Open“ status, you can easily cancel it by yourself. If you swipe over the order you want to cancel, you will see an „Edit order“ button on the right side. One click on it is enough to take you to the cancellation screen. Once the process has been completed, your order will be cancelled directly and will disappear completely from the customer platform.

Even if the order is „In process“, you can still cancel it online, if necessary. By opening the dialog box you can send your cancellation request to SÜDKUPFER. The SÜDKUPFER team will either cancel the booking process or, if this is no longer possible, contact you.

You will be informed about individual process steps by email. Once an order has been approved by SÜDKUPFER, you will receive an email informing you about the successful transaction. If your order is „In process“ and you enter a cancellation request, you will receive an email with the information about your cancellation request. If the cancellation has been successfully executed, or your order is rejected by SÜDKUPFER, you will also receive corresponding information by email.

3.2 Releases

To submit releases, please use the input mask „Create release“. As with orders, you can access the input screen via the corresponding button.

RECORD RELEASE

Cut-off time for same-day execution is 12:00 noon CET

Entry date	11/02/2023 00:44	📅
Booking date (*)		📅
Release address (*)		▼
Amount (in kg) (*)		1,00
Freetext		

Next
Cancel

In accordance with the procedure for order entry, it should be noted for releases as well that same-day execution is possible until 12:00 noon CET at the latest. Otherwise, the release will be executed on the following working day. To submit your release, you must assign a

booking date, select a release address and enter the desired amount (in kg). By clicking on „Next“ and then „Apply“, the release will be transmitted to SÜDKUPFER and will appear under „Open releases“.

RELEASES

⌵
Edit filter

✕ BOOKING PERIOD: 202311
✕ ARTICLE: 11 - Kupferkathode

HISTORY ⁱ
PLANNED ⁱ
OPEN ⁱ
IN PROCESS ⁱ

In menu item „Releases“ you can track the current status of your releases at any time. After submitting the release will appear under „Open“. As soon as the SÜDKUPFER team processes your release, the status changes to „In process“. After a successful plausibility check by SÜDKUPFER, you will see the release under „Planned“. As soon as the release has been finalised, you can view it via the „History“.

The respective status is relevant for a cancellation, if necessary. As long as the release is still in the „Open“

status, you can easily cancel it by yourself. If you swipe over the release you want to cancel, you will see an „Edit release“ button on the right side. One click on it is enough and you will be taken to the cancellation screen. Once the process has been completed, your release will be cancelled directly and will disappear completely from the customer platform. Even if the release is „In process“, you can still cancel it online, if necessary. This will open a dialog box that allows you to send your cancellation request to SÜDKUPFER. The SÜDKUPFER team will either cancel the booking process or, if this is no longer possible,

contact you. You will be informed about the individual process steps by email. Once a release has been approved by SÜDKUPFER, you will receive an email informing you about the successful transaction. If your order is “in process” and you enter a cancellation request, you will receive an email with the information about your

cancellation request. If the cancellation has been successfully executed, or your release is rejected by SÜDKUPFER, you will also receive a corresponding information by email.

4 Account information and contact

You can find information about your company and user data via the menu item „Account“. For security reasons, you as a user cannot make any changes here. Please check the details of the contact person and the company at regular intervals. In order to be able to offer you the necessary security standards, it is important that your data is always up to date. In particular, if you wish to change your email address or telephone number, the SÜDKUPFER team must receive the changed data from you.

In accordance with our General Conditions of Use, you are obliged not to disclose your login details to any third party. Please contact the SÜDKUPFER team if you fear misuse of your data or, for example, if you want to reset your multi-factor authentication.

If you need to make further changes to your data, or if you have any other questions or suggestions about the SÜDKUPFER customer platform, please feel free to contact our support team at any time:



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We wish you success in using our new customer platform!

Yours sincerely,

Your SÜDKUPFER team