



Digital Industries Smart Infrastructure

April 1, 2020

Dear valued Customer,

We at Siemens are committed to the health and well-being of our employees, as well as continuing to provide support services to our customers. Currently, our Customer Support and Collection teams are working remotely. They continue to support monthly activities with our Channel Partners and anticipate little to no disruption as a result of working in remotely. We will actively work to help our Channel Partners as needed.

Managing paper orders, invoices and checks is risky in the current environment. To help us keep our employees safe, as well as to speed up the processing of your orders and payments, we encourage you to take advantage of the electronic tools available.

Electronic Orders

Please continue to use **Industry Mall (I-Mall)**, **Compas GO** or **EDI** to enter your orders. You may use the regular email / phone processes, however they may take longer to process.

Electronic Invoices

You can review electronic invoices using the tools that are already in place (**I-Mall / EDI**). If you do not have access to these tools, please email siemensremittancesupport.us@siemens.com for more information or to request invoices via email.

Electronic Payments

To ensure timely payment receipt and clearing of your invoices, we recommend that you transition to electronic payments (see attached for banking details). Please send your **payment advices and remittance details** via email to: ar.industry@siemens.com

If you are unable to change to the electronic payments, paper checks should be sent to the respective lockbox address listed on the attached information sheet. Paper checks should not be sent to Siemens offices.

Thank you for your assistance during this time.

Heiko Volpert
Head of Finance
Digital Industries US

Markus Tusch
Head of Finance
Smart Infrastructure PSS US

Jennifer Jochim
Director Credit & Collections



**Digital Industries /
Smart Infrastructure Product &
System Sales (PSS)**

**Siemens Industry Inc
100 Technology Drive
Alpharetta GA 30022**

Remittance Address:

Siemens Industry, Inc
PO Box 2715
Carol Stream, IL 60132-2715

Overnight Mailing Address:

Siemens Industry, Inc.
8430 West Brynmawr Avenue
3rd floor
Lockbox #2715
Chicago IL 60631

EFT Instructions

(CTX Format Requested)

Siemens Industry, Inc.
C/O Citibank
111 Wall Street
New York, NY 10005
Pittsburgh, PA 15262
Account #30824166
Routing #021000089
Swift #CITIUS33

Bank Contact:

302-325-5693 (Phone)
302-450-4392 (Fax)

siemens.serviceteam@citi.com

Remittance Details:

ar.industry@siemens.com