

# FINANCE DIVISION

# Revenue Management

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Companies and Intellectual  
Property Commission

a member of **the dti** group

# Customer Registration

- CIPC operates on a pre-paid basis for this, customers need to first register with CIPC by providing relevant information i.e. name, address etc. before any CIPC service can be used.
- The registration is to be done only electronically via the CIPC website.
- Upon completion of registration the customer creates a code as identification of the customer's account (or virtual bank account) to be used at CIPC, which is created within the CIPC system at the same time as the password.

# Banking or Deposits

- The prospective customer must deposit funds, into CIPC's bank account, either through EFT, cash deposit at the bank
- All ABSA deposits made into CIPC's bank account, will reflect in the customer's virtual account with in 1 hour, however transactions from other financial institutions will only be processed with 24 hours to 48 hours
- The reference number to be used with deposits should be the customer code that was create by the customer
- It is the responsibility of the customer to ensure that monies deposited reflects in their virtual accounts.

# Banking or Deposits (cont.)

- Proof of payments for deposits not reflected on the relevant customer code, should be forwarded to the Revenue Management unit by logging the enquiry on the CIPC website.
- The funds must be sufficient to accommodate all transactions required as per CIPC's fee structure.
- Should the funds be insufficient the customer would be required to deposit money in their accounts.
- Should the transactions be rejected, the funds will be credited to the customer account with in 24 Hours

# Refunds

- Refund to customers will be processed upon written instruction from the customer.
- The customer should have an available balance equal to the amount requested or more; the requested amount will be refunded and will not include any interest.
- The revenue unit will prepare the refunds documents and ensure that they are authorised by the delegated signatories as per the approved signatory list.
- No refunds will be done in cash. Refunds will only be done through EFT process.
- The turn around time on refunding approximately 10 working days

# Credit Notes

- A credit note will be issued for any faulty transaction processed by CIPC which resulted in the customer's account being debited
- A credit note will **not be issued** for faulty transactions caused by the customer
- The relevant division in which the transaction took place will prepare a credit note signed by the divisional manager and forward it to revenue unit for processing
- The revenue unit will process the credit note within 24 hours of receipt and funds will be immediately available in the customer's account

# Transfers

- Transfer of funds from one customer account to another
- The following documentation are required for transferring of funds from one customer code to another:
  - Written and signed request indicating both customer code and amount
  - ID copy linked to both customer codes.
  - Proof of payment
- The revenue unit will process the transfer within 24 hours of receipt of the request
- It is the customer's responsibility to check if the transfer took place

# Customer Enquiries

When logging the ticket, kindly attach proof of deposit and indicate your customer code. The service delivery standard for enquiries is 10 working days.

- Click on enquiries (bottom left) on the CIPC website at [www.cipc.co.za](http://www.cipc.co.za)
- Log on with your customer code and password
- If you do not have a customer code, click on the link in order to register a customer code
- Carefully complete the required fields and select the correct category for your specific enquiry/query
- Select then the correct category which is Finance / Allocation of Deposit.
- Indicate the type of enquiry on subject line
- Provide a clear narrative of the enquiry and if possible support such by attachments
- Once complete select Submit Message
- A ticket reference number will be automatically generated by the system that must be used to follow up if required.



Questions?

**THANK YOU**