

# eServices

How to transact on the eServices website

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Companies and Intellectual  
Property Commission

a member of **the dti** group

# eServices

- <http://eServices.cipc.co.za/>
- Supported browsers



GOOGLE  
CHROME



MOZILLA  
FIREFOX



SAFARI

# eServices

## Before Login

 Self-help Home

 Customer Login

 Password Reset

 Customer Registration

## After Login

 Self-help Home

 Edit Customer Details

 Logout

 Balance: R 0.00

# Password Reset

- **OPTION 1**

- Must have logged in on AR/eServices/SST
- Click “Password Reset” to answer security question

- **OPTION 2**

- Send email to [resetpassword@cipc.co.za](mailto:resetpassword@cipc.co.za), include:
  - Certified ID copy not older than 3 months
  - Customer code
  - Updated email address and cellphone number

# Password Reset & Login

- Passwords & security code are case sensitive
- Contact details must always be up to date

Customer Code

Customer Password (case sensitive)



Enter security code displayed above. (case sensitive)

Tick to accept the CIPC Terms & Conditions

Customer Code

Email address


Security Question

Which town/village were you born in?

Security Answer

# eServices

## Services Offered



REGISTER A  
NEW COMPANY




AMEND COMPANY  
DIRECTOR DETAILS




AMEND CLOSE  
CORPORATION MEMBERS



FILE  
ANNUAL RETURNS



NAME  
RESERVATIONS



COMPANY & CC  
ADDRESS CHANGE




CO & CC FINANCIAL  
YEAR END CHANGE




CERTIFICATES &  
DISCLOSURES



ENTERPRISE  
ENQUIRY



CUSTOMER  
TRANSACTIONS



TRANSACTION  
STATUS



AUDITORS, SECRETARIES  
& ACCOUNTING OFFICERS

# Company Registration



REGISTER A  
NEW COMPANY

- Document for signatures sent to customer after transacting
- All directors notified
- Documents must be sent back [eServicesCoReg@cipc.co.za](mailto:eServicesCoReg@cipc.co.za) with tracking number on subject
- Certified ID copies of all directors and the customer must be attached with the document, attached in one email
- Format must be PDF or TIFF. No other format allowed

# COR39 & CK2

## Director & Member Amendments



AMEND COMPANY  
DIRECTOR DETAILS



AMEND CLOSE  
CORPORATION MEMBERS

- Document for signatures sent to customer after transacting
- All directors notified
- Documents must be sent back [eServicesCOR39@cipc.co.za](mailto:eServicesCOR39@cipc.co.za) for companies & [eServicesCK2@cipc.co.za](mailto:eServicesCK2@cipc.co.za) for CCs with tracking number on subject
- Meeting minutes and mandate to lodge required
- Certified ID copies of all directors and the customer must be attached with the document, attached in one email
- Format must be PDF or TIFF. No other format allowed



# Back End Process



AMEND COMPANY  
DIRECTOR DETAILS



AMEND CLOSE  
CORPORATION MEMBERS



REGISTER A  
NEW COMPANY

- Documents automatically read and queued for indexing
- Indexing staff review and either queue for processing or reject
- Communication sent to client
- For new companies, MOI available immediately on eServices
- For director and member amendments documents are sent via our Dispatch System

# Annual Returns



FILE  
ANNUAL RETURNS

- Must be paid every year
- Failure to pay will result in deregistration
- Must have money in your account
- Depositing money doesn't mean you've paid – must file
- Turnover must be disclosed for each outstanding year
- Outstanding amount is calculated based on turnover
- Certificate issued at the end

# Name Reservation



NAME  
RESERVATIONS

- Must have money in your account
- Input up to 4 names
- Transaction goes into a queue
- When processed, communication sent out to client
- Unique names approved automatically – within an hour
- System wont allow you to file the same name twice

# Address Change



COMPANY & CC  
ADDRESS CHANGE

- For CCs, effected the same day
- For companies, effected after 5 working days as law prescribes
- No documents required, fully automated
- Paid disclosure issued for free as confirmation after effective date – can only be retrieved for free within days from transaction date

# Financial Year End



CO & CC FINANCIAL  
YEAR END CHANGE

- Must have money in your account
- Effected immediately
- Paid disclosure issued for free as confirmation – can only be retrieved for free within days from transaction date

# Certificates & Disclosures



CERTIFICATES &  
DISCLOSURES



FREE  
DISCLOSURE



FULL  
DISCLOSURE (R30)



MOI (INCORPORATION)  
DOCUMENTS



B-BEEE  
CERTIFICATES



APPROVED  
NAMES



PERSON  
DISCLOSURE



RE-PRINT DIRECTOR  
AMENDMENT DOCUMENT



RE-PRINT COMPANY  
REGISTRATION  
DOCUMENT



RE-PRINT CC  
AMENDMENT DOCUMENT

# Enterprise Enquiry



ENTERPRISE  
ENQUIRY

- Shows basic enterprise information, including status
- Detailed information on Disclosures (Free or Paid)



# Customer Transactions



CUSTOMER  
TRANSACTIONS

- Shows all billable transactions by logged in customer
- Declining balance



# Transactions Status



TRANSACTION  
STATUS

- For transactions that are not automated
  - Company Registration
  - Director and Member Amendments
  - Name Reservations

# Auditor Changes



AUDITORS, SECRETARIES  
& ACCOUNTING OFFICERS

- Data from Independent Regulatory Board for Auditors (IRBA)
- All we need from customers is practice numbers
- System only accepts IRBA registered practice numbers
- Certificate sent to directors, logged in customer and auditor
- Practice number queries must be sent to IRBA

# Third Party Website



THIRD  
PARTIES

- eServices rolled out to Third Parties
- Pilot to selected customers to be announced soon
- Will have to buy fingerprint scanner – Third Party to scan daily
- Application via eServices – after approval installation instructions and a new website link will be sent to your email
- No documents to CIPC – Similar to SST
- All services are fully automated

# Third Party Website



THIRD  
PARTIES

- CK2 & COR39 effected immediately
- Companies with name already approved registered same day
- Approved customer can link employees to profile
- Login using ID number, customer code and OTP
- B-BBEE certificate application – FREE – Must be issued to customers for free – directors must be verified

# Common Mistakes – Delay

- Using unsupported browser
- Sending documents to incorrect email addresses
- All documents sent using [eServices@cipc.co.za](mailto:eServices@cipc.co.za), **DO NOT REPLY** to this address
- Incorrect email and cellphone number on customer profile
- Sending queries by email to processing mailboxes
- Re-sending documents for rejected transaction. If transaction rejected – start over – new tracking number

# QUESTIONS???

eServices + SST + Third Party

technical questions only.

**Thank you!**