Purpose of the QRS

- The purpose of the QRS platform is to provide a channel through which CIPC’s clients can interactively communicate with CIPC to resolve business challenges and promote a healthy commercial relationship.
Overview of enquiry process

1. Visit the CIPC website @ www.cipc.co.za
2. Click on Enquiries on the Home Page
3. Log in with your username and password
4. Complete the required fields:
   - Type of enquiry
   - Category
   - Subject
   - Description
   - Attachment (if applicable)
5. Click on Submit Message
6. Receive a ticket number
7. Wait 10 days (checking the resolution status periodically)
8. Query Resolved / Close Ticket

All users of QRS should be registered
How to log a query

Click on enquiries button on the Home page
How to log a query (cont.)

Click on “Click here to lodge an enquiry”
How to log a query (cont.)

Use your CIPC customer code and password to log in

**Troubleshoot:** If you experience problems signing in, send an email to Freddie Harlis fharlis@sword-sa.com or swalters@cipc.co.za with your customer code as reference
# How to log a query (cont.)

## Fields breakdown

<table>
<thead>
<tr>
<th>Type</th>
<th>System Issue</th>
<th>Request assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category</td>
<td>(Enter any keyword e.g. Company, Name, Director, Patents, etc. to filter through the categories)</td>
<td></td>
</tr>
<tr>
<td>Subject</td>
<td>Important to indicate your customer code, registration number and identifying information</td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td>Provide a detailed description of your enquiry</td>
<td></td>
</tr>
<tr>
<td>Attachment</td>
<td>Attach documents that will assist staff to answer the query</td>
<td></td>
</tr>
</tbody>
</table>

![Image of the query logging interface](image-url)
1. Once you have submitted the enquiry, you will receive a ticket number (to be used in all correspondence with CIPC relating to the query)

2. The query will be assigned to a relevant technician

3. You will receive a response via e-mail (if you indicated that you would like to receive e-mail notifications)

4. You can log into the QRS system at any time to view the status of your query
What happens after you logged a query?

Once your query has been submitted, the CIPC staff will respond back within 10 days, CIPC has a three-tier response process:

1st tier - 3 days to pick up and respond to the query

2nd tier - 2 days to provide feedback and comments on the query

3rd tier - 5 days mean-time to resolve the query
Escalation process

- If transactions are not completed within the stipulated service delivery standards, AND if the 3-tier query escalation process has been followed, the customer may lodge a complaint with the CIPC Ombudsman. The client should have all the necessary or supporting documents, as well as the reference number received when the enquiry was lodged via the Query Resolution system, handy to lodge a complaint to the Ombudsman.

- Contact details: vmakau@cipc.co.za.

- Kindly note that the complaints will not be considered if there is no proof that the query resolution team has failed to resolve the enquiry.
How to manage your queries

- Sign in to the QRS at any time to view responses and progress relating to your queries

Click on Tickets
To manage your queries, filter the searches in the three drop-down lists, e.g.

- Select 'ID' from the first drop-down list. On the third drop-down list enter 12123.
- Click on “Search”
Managing your queries

- The relevant query will be displayed as above
- Click on the title, and it will open the details of the ticket
- Scroll down to view the solution

Ticket - ID 12123

Solution template
Solution type
Save and add to the knowledge base

Description

Dear Sir / Mam

Kindly take note that the company was registered under registration number: K2014/222608.

You may download the necessary documents from our website.

Kind Regards

Save
Managing your queries

- Close the ticket by clicking on Status and change the status to “Closed”
- If the query is not resolved, click on Status and change the status to “Re-open”
In Conclusion

- CIPC is committed to respond to their Client’s queries and resolve them amicably

- For proficiency, customers are advised to quote their ticket-reference number in any correspondence related to their queries.

- Communication is the key to success