NOTICE TO CUSTOMER
(Notice 39 of 2016)

SYSTEM ENHANCEMENTS

The Companies and Intellectual Property Commission (CIPC) in the next couple of weeks, will be making regular enhancements to existing systems. Customers are advised to monitor the CIPC website www.cipc.co.za closely for the formal notification of such changes.

The system enhancement to be released on 1 August 2016 will focus on improving internal processing by the CIPC, for e-mailed application for:

- e-services new company registration (eservicescoreg@cipc.co.za)
- e-services directorship changes (eservicescor39@cipc.co.za); and
- e-services membership changes (eservicesck2@cipc.co.za).

As part of the enhancement, customers will, in addition to the standard automatic reply, receive an e-mail notification IF the application did not meet the CIPC process requirements.

Customers are therefore advised to ensure that e-mailed e-services applications meet the below process requirements:

1. Tracking number for the application must be stated in the subject heading of the e-mail;
2. Documents must be submitted as a single e-mail;
3. All attachments must be in PDF or TIFF format;
4. Documents must reflect as an attachment and not form part of the body of the e-mail;
5. Documents must be legible and only submitted once;
6. Application must be submitted within 10 working days;
7. Documents must be sent to the correct e-mail address; and
8. Applications queried / rejected cannot be re-used, customers are required to recapture information and get a new tracking number.

If an e-mail reply is received that the application did not meet the process requirements, customers may re-mail the corrected application to the relevant e-mail address. HOWEVER, if an e-mail is received that the application did not meet the documentary requirements, customers must recapture the information on the CIPC E-services website and resubmit the completed application.

For any enquiries, kindly log a ticket via the CIPC website www.cipc.co.za / enquiries.

Yours sincerely,

[Signature]

Adv Rory Voller

Acting Commissioner: CIPC

29/07/2016