

# Webinars Technical Support

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18/03/2015



Companies and Intellectual  
Property Commission

a member of **the dti** group

# Categories of Filing Services

## Fully Automated Services

- Services on SST's and some services on E-Services
- E-services – co and cc address changes;
- E-services – co and cc financial year end changes
- E-services – co and cc annual returns

## Hybrid Services

- E-Services which requires submitting of signed documents and supporting documents or back office processing (also called E-Services)
- E-services – standard private company (CoR15.1A)
- E-services – Director and Membership Changes (CK2 and CoR39)
- SST and E-service – name reservations (CoR9.1)

## Manual Services

- All other services that does not have a fully automated option or hybrid option
- Co Name Changes (CoR15.2)
- Changes to MOI (CoR15.2)
- Re-instatements (CoR40.5)
- Liquidations (CoR40.1 and CM26)
- Deregistrations
- Associated name reservations (CoR9.1)
- Profit company registration (CoR15.1B, C, D and E)
- Co to CC conversions (CoR18.1)

# Computer Requirements

- Enable popup blocker
- Ensure that cookies and temporary files are clean
- Disable “remember password” option
- Use Google Chrome or Mozilla Firefox



# Top 4 Technical Support Issues

- Allocation of deposits
- Customer profile difficulties
- Website errors
- Incorrect information submitted

[www.cipc.co.za](http://www.cipc.co.za) / enquiries  
category – Finance / Allocation of  
Deposit

[Resetpassword@cipc.co.za](mailto:Resetpassword@cipc.co.za) – include  
certified id copy

Refer to Website Error Slides  
If still problems, log a ticket via  
[www.cipc.co.za](http://www.cipc.co.za) / enquiries

[www.cipc.co.za](http://www.cipc.co.za) / enquiries  
category – for that specific service



# Website Errors

Type of website error	Cause	Troubleshooting items
Time out errors or slow response	Page cannot connect to data base to retrieve or store information due to high web traffic and legacy infrastructure	Use Google Chrome or Mozilla Firefox  Try filing during low traffic periods – early morning, late afternoon and weekends
Edit button not functioning	Brower compatibility	Use Google Chrome or Mozilla Firefox
Not able to change the dates	Brower compatibility	Use Google Chrome or Mozilla Firefox
Error message that ID number and surname does not match	Misalignment of information with Department of Home Affairs data  We verify natural person information with the Department of Home Affairs to ensure data integrity and alignment of government information systems  Name may contain special characters	Ensure that the information captured is exactly as it is at the Department of Home Affairs.  If correct, log a ticket <a href="http://www.cipc.co.za/enquiries">www.cipc.co.za / enquiries</a> category will depend on the service that the problem is experienced
Page not updating		Refresh page – press F5 on keyboard

# Specific Service Website Errors

Service	Type of website error	Cause	Troubleshooting items
Annual Returns	Blank filing confirmations	Annual return filing failed or financial transaction not properly allocated	Confirm via customer statement that billing did occur. If no billing, then resubmit the annual return. If billing did occur, log a ticket <a href="http://www.cipc.co.za">www.cipc.co.za</a> / enquiries category – company / annual returns OR close corporation / annual returns
Annual Returns	AR Calculator reflects that no outstanding annual returns	Annual return is not due yet	Companies: Annual Return available the day after the registration date of the co Close corporations: Annual Return available the first day of the anniversary month of the cc
Annual Returns	Specific annual return filing does not reflect	Transaction may have been credited or failed	Confirm via customer statement that billing did occur and whether a credit note was issued. If credit note the same value as the original transaction then filing was invalidated. If billed and no credit note, log a ticket <a href="http://www.cipc.co.za">www.cipc.co.za</a> / enquiries category – company / annual returns OR close corporation / annual returns
General	Application does not want to submit for other reasons than stated in this presentation	Possible cause is a validation error, customer want to affect change that is not allowed in law or system	Submit manually

# Specific Service Website Errors (cont...)

Service	Type of website error / technical support required	Cause	Troubleshooting item
All hybrid services (E-Services) – e.g. Director and membership changes; New private company registration	Not an error. When submitted to CIPC via e-services mail address and queried. The tracking number cannot be re-used	Business Rule to ensure that tracking numbers are not “recycled” by customers	Resubmit application on CIPC website and submit to e-services mail address.
Customer registration	Red error on bottom of page when clicking “register”	Time out error	Click again on “register”
New private company Registration	Reprinting of MOI	Customer profile may contain incorrect mail address; customer’s network blocks incoming communications from CIPC	Ensure that correct e-mail address reflects on customer profile Ensure that CIPC incoming mails aren’t blocked by customer’s network or Internet Service provider. Download via the CIPC E-Services Website – <a href="http://www.cipc.co.za">www.cipc.co.za</a> / Online Transacting / Certificates and Disclosures / Login using customer code and password / Certificates and Disclosures / MOI (Incorporation) Documents

# Submitting Documents

In order to ensure correct conversion of application to an electronic image:

- Must submit in a single e-mail
- All attachments must be in PDF or TIFF  **DO NOT** attach zipped files, another e-mail, word, excel or JPEG
- Customer code must be indicated on the primary form and the first page of the application
- For E-services the tracking number **MUST** be indicated in the subject heading of the e-mail
- Sufficient funds must reflect in customer code at time of submitting the application

# Filing E-mail Addresses

Service	E-mail address
E-Service new private company registration	<a href="mailto:eservicescoreg@cipc.co.za">eservicescoreg@cipc.co.za</a>
E-Services director and membership changes	<a href="mailto:eservicescor39@cipc.co.za">eservicescor39@cipc.co.za</a>
Manual new company registrations	<a href="mailto:companydocs@cipc.co.za">companydocs@cipc.co.za</a>
Manual close corporation amendments	<a href="mailto:manualck2@cipc.co.za">manualck2@cipc.co.za</a>
Re-instatements	<a href="mailto:re-instatements@cipc.co.za">re-instatements@cipc.co.za</a>
Deregistrations	<a href="mailto:deregistrations@cipc.co.za">deregistrations@cipc.co.za</a>

For complete list of e-mail address, refer to [www.cipc.co.za](http://www.cipc.co.za) / About / Our Service Turnaround Times / List of Service Turnaround Times



## **Warning:**

CIPC will not process the application if it is send to the wrong e-mail address

# Deposits

- The customer code (**6 digits**) must be used as reference number on the deposit slip / EFT
  - **Exception:** ABSA Walk-in Deposits – use **customer code dd mm cc yy 01 (16 digits)**
- If correct reference was used
  - ABSA – within 24 hours
  - Standard Bank – contact revenue unit as soon as deposit is made for allocation by logging a ticket
  - Other banks – within 48 hours
- If incorrect reference was used – contact revenue unit by logging a ticket
- CIPC do not accept cheque deposits due to high rate of dishonoured checks and the implication it has on the status of applications

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category – Finance / Allocation of  
Deposit

