



Companies and Intellectual
Property Commission

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NEW E-SERVICES VIDEO

DATE: MARCH 2021



PROGRAMME

Welcome & Introduction To CIPC

(Marumo Modiba, Senior Manager: Corporate Education)

New e-Services Overview

(Deane Nkuna, Chief Technology Officer)

Name Reservations & New Companies

(Christa Klokow, Senior Manager: Companies & CCs)

Primary Cooperatives

(Vuyani Nkohla, Acting Senior Manager: Co-operatives)

New Card Payment System & Discontinuation Of Declining Balance System

(Louie Muller, Manager: Revenue & Debtors)

Questions & Answers

Closure





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INTRODUCTION TO CIPC



WEBINAR INTRODUCTION

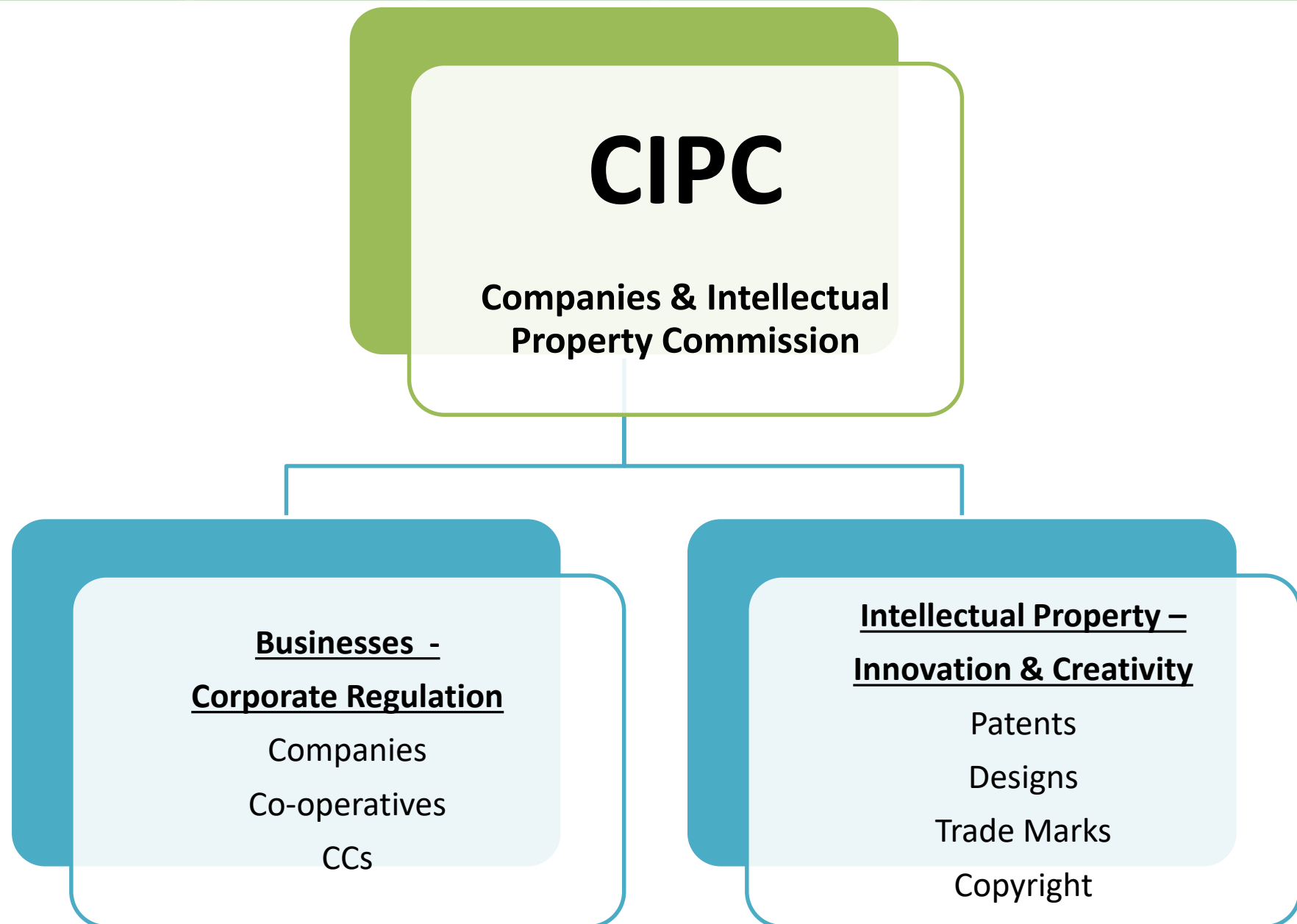
ESTABLISHMENT OF CIPC

**CIPC was brought into existence
By the Companies Act, 2008**

In terms of Section 185(1) of the Companies Act, the Commission is established as a juristic person to function as an organ of state within the public administration, but as an institution outside the public service.

WEBINAR INTRODUCTION

CIPC OFFERINGS TO ENABLE SUSTAINABLE BUSINESSES





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NEW E-SERVICES OVERVIEW

DEANE NKUNA



CONTENT

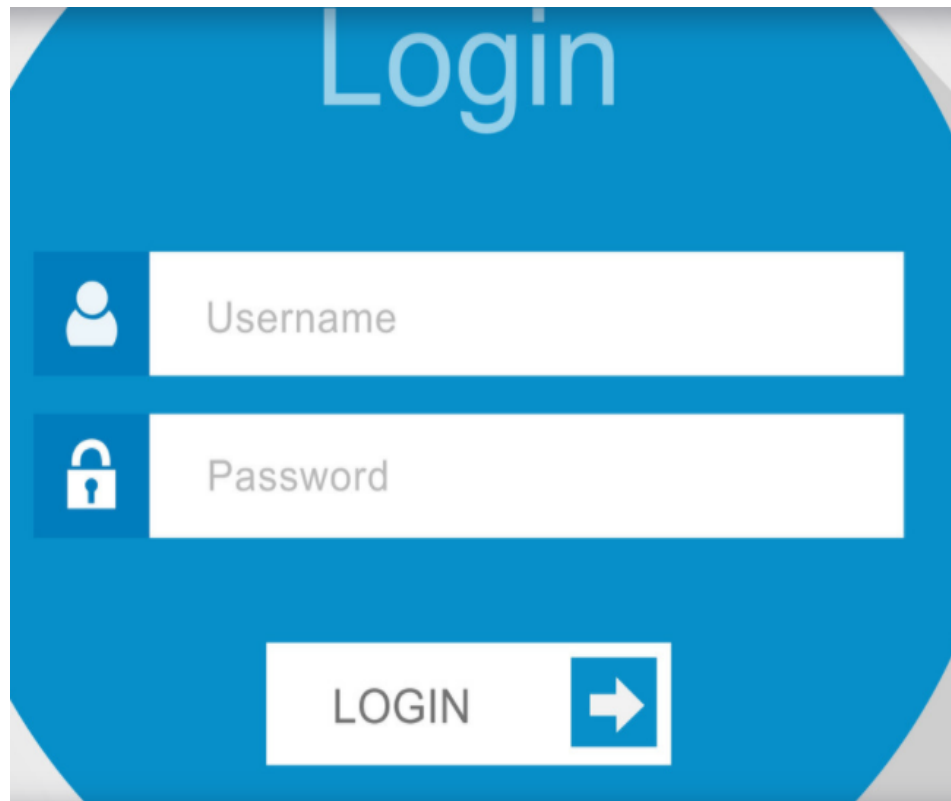
1. INTRODUCTION
2. MAJOR INTRODUCTIONS
3. ORIENTATION AND SERVICE COVERAGE
4. PAYMENT
5. FUTURE SERVICES

INTRODUCTION

- ✓ The CIPC is enhancing its electronic service stack.
- ✓ Experience of the CIPC in service delivery informed most of the recent changes.
- ✓ Also an endeavour by the CIPC to standardise services, given its plan to increase service channels.
- ✓ Integrating its services for ease of service management and efficacy.

MAJOR INTRODUCTIONS

- ✓ Authentication details: USERNAME = EMAIL ADDRESS;
Password = Old Password

A blue rounded rectangle graphic representing a login form. At the top, the word "Login" is written in a large, light blue font. Below it, there are two input fields. The first field is preceded by a white user icon and contains the text "Username". The second field is preceded by a white padlock icon and contains the text "Password". At the bottom of the graphic, there is a white rectangular button with the word "LOGIN" in black capital letters and a blue square icon containing a white right-pointing arrow.

Login

Username

Password

LOGIN

MAJOR INTRODUCTIONS CONT.

- ✓ On first sign-in profile must be captured



MAJOR INTRODUCTIONS CONT.

- ✓ Card payments ONLY



MAJOR INTRODUCTIONS CONT..

- ✓ Standard names and companies services go through after payment. (There are exceptions)



MAJOR INTRODUCTIONS CONT.

- ✓ Documents are downloadable from Portal.



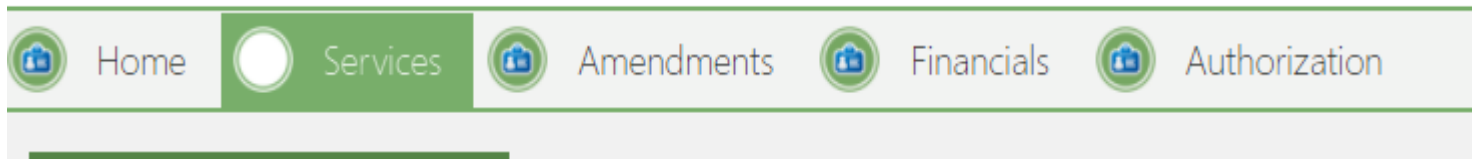
PAYMENT IMPLEMENTATION PLAN

- ✓ Card
- ✓ Retail Payment
- ✓ EFT

$$D = 1 - \sqrt[n]{\frac{r}{c}}$$

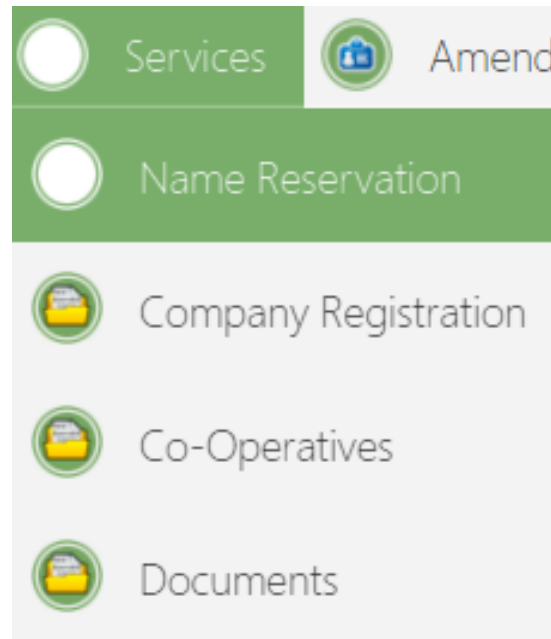
ORIENTATION AND SERVICE COVERAGE

✓ Menu Structure

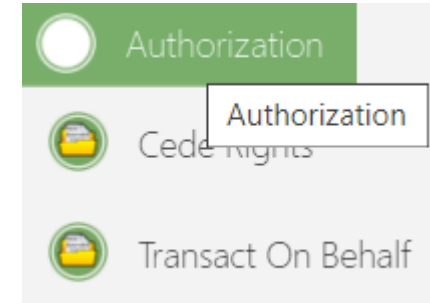
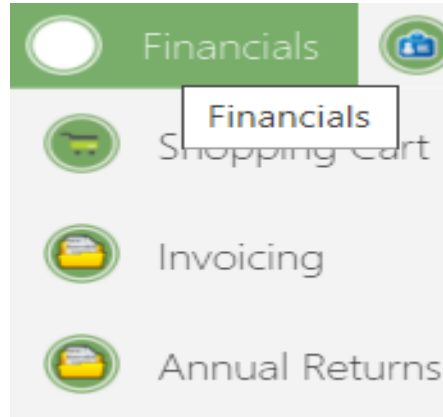
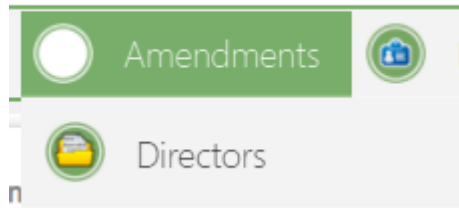


ORIENTATION AND SERVICE COVERAGE

✓ Services



WHERE TO FROM HERE





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NAMES

CHRISTA KLOKOW



INTRODUCTION

- ✓ First release is standard name reservations
 - ✓ Name reservation where no supporting documents are required (so called associated name reservation)
 - ✓ First release does not include:
 - ✓ Associated name reservations
 - ✓ Name extensions
 - ✓ Defensive name reservation
 - ✓ Defensive name extension
 - ✓ Transfer of name
 - ✓ Utilize via existing channels for such services
 - ✓ Will be released on New e-Services during later phases
- ✓ Until formal communication New e-Services names will run concurrently with other existing name reservation channels e.g. CIPC Mobile, associated name reservations, e-Services.

INTRODUCTION

- ✓ Before selecting proposed names conduct a free Trade Mark Search (<https://iponline.cipc.co.za> link is available on the name reservation page) AND general browser search via your preferred browser e.g. Chrome, Google.
- ✓ Submit 4 proposed name and search availability after capturing each proposed name.
- ✓ There is no guarantee to the availability of a name when submitting the proposed names or conducting a name search. The name is only formally reserved upon approval by CIPC and issuing of a notice in that regard.

INTRODUCTION

- ✓ Service will indicate whether proposed name contains:-
 - ✓ Forbidden Words – proposed name containing Forbidden Words cannot be submitted and reserved
 - ✓ Prohibited Words – proposed name containing Prohibited Word must be supported by supporting documents – to be released at later date
 - ✓ Profanity
 - ✓ Proposed name has already been reserved
- ✓ There is no guarantee to the availability of a name when submitting the proposed names or conducting a name search. The name is only formally reserved upon approval by CIPC and issuing of a notice in that regard.

INTRODUCTION

- ✓ Non refundable R50 fee
- ✓ Due to competitiveness on names, payment **MUST** occur before 24:00 on same day it was submitted
 - ✓ Otherwise, transaction gets deleted and you have to restart the reservation process
- ✓ Only card payments are allowed

INTRODUCTION

- ✓ To improve search accuracy and speed efficiency, part of the name reservation process is automated
 - ✓ Names processed via automated component will be almost immediate
 - ✓ Names referred for back office approval will take longer
- ✓ Names approved via New e-Services CAN ONLY BE USED CURRENTLY on New e-Services – cannot use New e-Services name and use on e-Service services

SUPPORTING RESOURCES

- ✓ Frequently Asked Questions

<http://www.cipc.co.za/index.php/register-your-business/companies/>

- ✓ Step by step guide

<http://www.cipc.co.za/index.php/Access/how-2/>



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SHORT STANDARD PRIVATE COMPANY

CHRISTA KLOKOW



INTRODUCTION

- ✓ First release is short standard private companies
 - ✓ Short Standard Not For Profit to be released later
- ✓ If all directors are South African citizens:
 - ✓ Fully automated registration (validation with DHA requirement)
 - ✓ Registration only completed upon payment for the service (thus the longer you take to pay, the longer the finalisation of your registration takes)
- ✓ If any or all directors are foreign nationals:
 - ✓ Upload certified passport copy of each foreign director via the services
 - ✓ After back office approval, notice will be send requesting payment for service
 - ✓ Registration only completed upon payment for the registration (thus the longer you take to pay, the longer the finalisation of your registration takes)
 - ✓ DO NOT E-MAIL APPLICATION TO ESERVICESCOREG@CIPC.CO.ZA
 - ✓ Eservicescoreg@cipc.co.za will be phased out

INTRODUCTION

- ✓ Simultaneous name reservation is allowed but new company registration is dependent on name reservation being finalised first
- ✓ Directors will be required to validate their electronic contact details before proceedings to next section of service
 - ✓ CIPC will commence issuing all legal notifications including annual return deregistration notifications via e-mail / cell phone
 - ✓ If not confirmed, cannot proceed further (service is halted)

INTRODUCTION

- ✓ R175 including name reservation
- ✓ Memorandum of Incorporation will be attached to registration certificate
- ✓ Documents e-mailed to customer and all directors AFTER registration is completed
- ✓ Able to download registration documents
 - ✓ MOI, Registration Certificate, Welcoming Letter, Electronic Web Disclosure:
 - ✓ Free for first 30 days after registration to person who affected the registration
 - ✓ Free for first 30 days after registration to directors of the company

INTRODUCTION

- ✓ If New Registration is done via New e-Services and using name reservation, then name reservation must have been done via New e-Services.

SUPPORTING RESOURCES

- ✓ Frequently Asked Questions

<http://www.cipc.co.za/index.php/register-your-business/companies/>

- ✓ Step by step guide

<http://www.cipc.co.za/index.php/register-your-business/companies/register-private-company/>



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PRIMARY CO-OPERATIVE REGISTRATION ON NEW E-SERVICES

SPEAKER: VUYANI NKOHLA



STRUCTURE OF THE PRESENTATION

1. Background of the new eService platform for Co-operatives
2. Rationale behind eservice platform
3. Approach
4. Benefits
5. Q & A

BACKGROUND

Co-operatives Division joined CIPC from the then Department of Agriculture.

The processing of Co-operatives was manual and when they joined CIPC (CIPRO), we had already begun with automation.

The legislative requirements made it difficult to incorporate the Co-operatives into our electronic environment.

Having said the above, a process of reviewing the legislation took place hence now the electronic services for the registration of Co-operatives.

RATIONALE BEHIND ESERVICES

- ✓ Assist with the standardization of services within the organization
- ✓ It is inline with the 4IR
- ✓ Reduce administrative burden of the applicant
- ✓ Recording of data and access thereof will be streamlined
- ✓ Facilitate ease of compliance to the requirements of the Act

APPROACH

The e-Services is not a new matter in the organization though new to co-operatives. Therefore we are upgrading the current e-Services for the organization, which is the opportunity for Co-operatives to be part of it as well hence called new e-Services.

Therefore we will run our processes parallel “old e-Services” for certain services and “new e-Services” for certain services including co-operatives.

Having said the above we will introduce new e-Services in phases.

Phase 1 – Primary Co-op registration

Phase 2 – Secondary, Tertiary and Apex

Phase 3 – Amendments

Phase 4 – Compliance related processes (e.g. Annual Returns)

BENEFITS

- ✓ QUICK TURNAROUND TIMES
- ✓ NO TYPING MISTAKES FROM ADMIN OFFICIALS
- ✓ REDUCED ADMINISTRATIVE BURDEN
- ✓ RELIABLE DATA
- ✓ NO FINANCIAL QUERIES



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CARD PAYMENT

Speaker: Louie Muller



NEW E-SERVICES CARD PAYMENT SYSTEM

- CIPC strive to improve customer's services. As part of the process, CIPC will be introducing an online card payment facility for: Name Reservation, Co-operative and Private company registration as a first phase.
- The card payment solution will allow customers to use Debit and Credit cards as means of payment.
- The payment solution does not affect current transactional processes that allows clients to deposit funds into their accounts.

NEW E-SERVICES CARD PAYMENT SYSTEM

- CIPC online payment solution is the convenient and cost-effective way for customer to select and pay for service via a secure portal - “pay-as-you-go.”
- This eliminates unnecessary delays between the payment of the service and completion of the transaction.

BENEFITS OF USING ONLINE PAYMENTS – CREDIT / DEBIT CARDS

Benefits:

- ✓ Real-time transactions will improve service delivery
- ✓ Unallocated/misallocated deposits
- ✓ Convenient and efficient – Pay online , any time , anywhere
- ✓ Secured transaction
- ✓ Your choice - Debit or Credit card payment methods
- ✓ Instant – immediate confirmation of payment

WHAT TO REMEMBER

- ✓ Only 3D secure enabled cards will be accepted.
- ✓ Familiarise yourself with CIPC terms and condition before proceeding with the lodgement.
- ✓ Disputes must first referred to CIPC.

Accepted cards

- ✓ Visa
- ✓ Master Cards

“Pay-as-you-go” customer pays only for service(s) required.

Direct Deposit will ultimately be discontinued.

FREQUENTLY ASKED QUESTIONS

- ✓ **Will customers be able to use the existing declining balance account?**
Yes. However the declining balance payment method will be phased out gradually.
- ✓ **How long does it take for payment to reflect?**
Customer pays only for service(s) selected and such payment reflects immediately upon transaction.
- ✓ **Can I pay other services by Credit / Debit Card?**
No, only for Name Reservation, Co-operative and Private company registration as a first phase.

FREQUENTLY ASKED QUESTIONS

IMPORTANT

- ✓ CIPC will in the coming months be closing down the payment depository system.
- ✓ We encourage all clients with balances in their customer accounts to start using them up and not to deposit any bulk amounts.

REFUNDS PROCEDURE

If a customer paid money into the CIPC account, and needs it to be refunded, the following is required:

- ✓ Submit your request, together with the following by logging a ticket on the Website.
- ✓ Certified ID document of the owner of the customer code.
- ✓ Proof of payment.
- ✓ Bank details on bank letterhead or bank stamp.
- ✓ Letter signed by account holder indicating the reason for the refund, the amount and customer account.



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THANK YOU

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