



Companies and Intellectual
Property Commission
a member of **the dti** group

IMPORTANT NOTICE TO CUSTOMERS (Notice 18 of 2017)

REMINDER FOR CUSTOMER TO FILE E-SERVICES NEW COMPANY REGISTRATION AND DIRECTORS CHANGES VIA UPLOAD FUNCTIONALITY ON CIPC WEBSITE

As per notice 47 of 2016, issued on 29th September 2016, customers have been introduced to the "Upload Functionality" for new Company Registrations and Director Changes. This provides customers with the option to upload the supporting documents on the e-Services website after submitting the application, instead of emailing the documents to eservicescoreg@cipc.co.za and eservicescor39@cipc.co.za.

To date, only 22% of documents were submitted via the Upload Functionality on E-Services. CIPC would like to encourage customers to use this uploading functionality, as it ensures a more efficient process for submitting documents. CIPC will cease to use the scan to e-mail process in due course and move to more efficient platforms and fully automated services.

The benefit of the upload functionality *inter alia* is that it reduces rejections due to:

- Incorrect format of documents;
- Application e-mailed to incorrect mailboxes;
- Inability to submit an application due to size of application;
- Incorrect tracking number stated in subject line;
- Poor quality of image(s); and
- Incomplete documentation.

Customers are therefore encouraged to use the upload functionality instead of e-mailing the application to eservicescoreg@cipc.co.za or eservicescor39@cipc.co.za. Step by step guides on how to upload documents via the upload functionality is available on the home page under Access/how to step by step guides.

CIPC trusts that this functionality will enhance a positive user experience.

Yours sincerely,

Adv. R. Voller
Commissioner: CIPC

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