



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

CIPC NOTICE – 23 JANUARY 2023

UPDATE: ROLLBACK TO OLD E-SERVICES AND BIZPORTAL

Dear CIPC customer,

This notice intends to update CIPC customers on the status of the rollback to the old CIPC e-services and BizPortal, as announced on Friday, 20 January 2023.

To migrate back to the old platforms, the CIPC needed to shutdown the E-services and BizPortal platforms over the weekend. We are pleased to inform you that we have successfully migrated the data and transactions performed since the launch of the new systems on 9 January until 20 January. Our teams worked throughout the weekend to test the systems to ensure that the rollback is done in the most efficient and seamless way. We do however request that you bear with us during the rollback as we might experience teething problems. During the migration, we expect teething problems which we assure would be resolved with urgency. We will endeavour to ensure that the system is fully functional and that all data from previous and current transactions is retained. We commit to continuously update you on progress of the rollback and the administrative actions taken. Below is an update of the status of transactions performed on the new systems from 9 to 20 January 2023.

In the two weeks of being live on the upgraded systems, the CIPC experienced a backlog of transactions pertaining to name reservations, company registration and director amendments. This backlog will take a couple days to clear and as we cannot afford to cause anymore delays, we have taken a decision to remove all pending name reservations, company registration and director amendments from the processing queues. We therefore request that customers resubmit these so that they can be processed within the communicated CIPC service standards. Customers who have paid for these transactions will have their payments transferred to their customer codes (declining balance). This will allow customers to use the payment already made for a new name reservation or a new service, without making another payment for such services. The process of crediting customer codes will be concluded by Friday, 27 January 2023. If you decide not to wait for the transfer of the payment, you may utilise the existing funds in your declining balance, if there is any. The payment, once transferred, can then be used for any other service in the future.

1. Login

Existing customers are requested to access through the CIPC website and login with their old credentials. New customers are requested to register through the tab accessible on the CIPC website homepage, and follows the system prompts.

Note: Customers are reminded to clear the cache so that the new web details load on their devices.

2. Name reservations

Transaction	Status	Customer action
New transactions	Customers can transact.	Reverting to previous process.
Name Reservations - approved	All approved name reservations made between 9 – 20 Jan have been transferred to the old system.	Confirmations certificates have been dispatched. Customers can also access certificates online.
Pending name reservations	Name reservations requests have been removed from the processing queue.	Customers are requested to resubmit (see paragraph 3 above).

3. Company registrations

Transaction	Status	Customer action
New transactions	Customers can transact.	Reverting to previous process.
Company registrations - approved	All approved company registrations made between 9 – 20 Jan have been transferred to the old system.	Confirmations certificates have been dispatched. Customers can also access certificates online.
Pending company registrations	Company registrations requests have been removed from the processing queue.	Customers are requested to resubmit (see paragraph 3 above).

4. Director Amendments

Transaction	Status	Customer action
New transactions	Customers can transact.	Reverting to previous process.
Director Amendments - approved	All approved Director Amendments made between 9 – 20 Jan have been transferred to the old system.	Confirmations certificates have been dispatched. Customers can also access certificates online.
Pending director amendments	Director amendments requests have been removed from the processing queue	Customers are requested to resubmit (see paragraph 3 above).

5. Refunds

Customers are hereby notified that with the rollback of the e-services and BizPortal, the CIPC will also be rolling back to the declining balances as a form of payment, until further notice.

With this in mind, there may be customers who had previously requested refunds and would therefore prefer to keep their balance in the customer codes. We will therefore transfer customer funds back to the customer codes and should customer still wish to have the funds refunded, they are requested to submit refund requests.

6. Annual Return Filing

The system allows for Annual Return Filing using the previous method/process. In the period of 9 – 20 Jan, there may have been customers who have been incorrectly billed. These customers are requested to lodge a ticket for these incorrect billings to be investigated. Upon conclusion, the customer's code will be credited with the incorrectly billed amount.

We will keep you continuously updated on any developments throughout this period.

We appreciate your patience with us during the migration and again apologise for any inconvenience caused.

Customer query contacts:

Call centre: 086 100 2472

QRS: <https://enquiries.cipc.co.za>