



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

CIPC NOTICE – 26 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 in the weekend of 21-22 January 2023. Our teams have been working relentlessly 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 ensure that all data is synced accordingly.

1. Certificates not received by customers

There are a high number of disclosure certificates not received by customers. The certificates will be retriggered this evening. This may result in some customers receiving a duplicate certificate. Such customers are advised to ignore the duplicates, the CIPC is aware of this.

2. Login URLs to E-services and BizPortal

- Use the link <https://eservices.cipc.co.za> or www.bizportal.gov.za to do company/cc electronic transactions. Use your Customer code and password to log in.
- The “New E-services link” (<https://cipcservices.cipc.co.za/>) available on www.cipc.co.za is for the registration of co-operatives and business rescue transactions. Please note that the customers are requested to use their e-mail address as username and CIPC password to log in.
 - **IMPORTANT NOTE:** Names reserved on the “New e-services” portal <https://cipcservices.cipc.co.za/> can ONLY be used to register enterprises on this portal

(Co-operative registration). The names reserved here CAN NOT be used on e-services for company registration.

3. Updating customer contact details (continue button not working for company registration)

- Due to the data migration, some data on the customer profile did not update. This may result in some customers not being able to register companies, as the system hangs when they click the “Continue” button. ICT is working on resolving the error and will provide a status update when this is resolved.

4. Directors not indicated on company certificates

- ICT is investigating the error and will provide timelines of when this data issue will be resolved. Please await further communication from CIPC in this regard.

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>