



E-SERVICES AND BIZPORTAL MIGRATION

Links to e-Services and Bizportal websites

e-Services: <https://eservices.cipc.co.za>

Bizportal: <https://www.bizportal.gov.za>

QUICK REFERENCE GUIDE – ANNUAL RETURNS

Dear Customer,

In an effort to address as many possible Annual Return (AR) tickets the below general response is provided. Our apologies if this does not address your enquiry. If this response does not address your enquiry, kindly leave a comment to the ticket, ensure that status of the ticket changes to "resubmitted" and attach proof of the challenge (full screenshot of the challenge) or other additional information to assist us to address it.

How to file and general questions on AR:

Kindly refer to the published step by step guide and FAQs. Use links below

FAQs: https://www.cipc.co.za/?page_id=4160

Step by step guides: https://www.cipc.co.za/?page_id=4447 (Enhanced E-Services and BizPortal Portals)

Validation Errors:

Validation Errors are usually caused by:-

1. High Traffic on the CIPC service, which impacts performance. This has been addressed and is being monitored. Refer to notice
2. Not all mandatory fields are completed. Mandatory fields are marked with a red asterisk. Kindly ensure that it is completed and if a date is required in the format that is indicated in grey within the field. Refer to step by step guide.
3. Company registration format used to access service. There are two structures that can be used. There is the full registration number (year/sequence/type) and the abbreviated version which starts with K, B or M. To convert the full registration number to the abbreviated version, change the format as follows: -
 - a. Remove the last two digits;
 - b. Remove the forward slashes; and

- c. Place K, B or M in front (B – close corporation, M – company registered before 1 May 2010 or K – company registered after 1 May 2010).

Kindly try both before logging a ticket.

AR not moving to cart or slow response on payment module:

This is caused by high number of concurrent users which impacts performance. This has been addressed and is being monitored. Refer to notice.

Known challenges on annual returns which is pending correction in the next couple of days: -

1. Customer dashboard reflect that company or close corporation is non-compliant.
2. Statistical tab does not turn green.
3. Incorrect reflection of AR due period and penalty.
4. Incorrect reflection of paid or outstanding AR years.
5. Companies and close corporation reflects under customer dashboard when no longer active director or member.

Content of AR Disclosure Certificates and certificates not received :

This has been resolved and the certificates dispatched. Refer to notice <https://www.cipc.co.za/?p=17846>

Public Interest (PI) Score:

The Public Interest Score (PI Score) is required to determine whether an enterprise must file an Audited Financial Statement (AFS), or a Financial Accountability Supplement (FAS). Regulation 26(2) indicates that a company and close corporation must calculate its PI Score at the end of each financial year. To assist with the determination as to whether an AFS or FAS must be filed, you will be required to answer 4 questions on the PI Score together with the questions on the Financial Statement tab.

Information typed in the PI Score is used to pre-populate certain fields further in the AR filing and cannot be amended at such fields. This is to ensure data uniformity. In order to update, especially turnover, you need to update the PI Score at the PI Score stand-alone function and then go back to the AR.

PI Score information must align to the same period for which the financial information is being submitted. For example, if the AR filing is for a company with financial year end September 2022 then the PI Score information must be as at September 2022.

Number of employees:

The termination of who legally falls within the definition of an employee falls under the Labour Relations Act.

Third party liability of company:

Third party liabilities is the total Liabilities of the company or close corporation, excluding any loans from shareholders, loans from directors and loans from a related party (holding company, subsidiary etc.)

Turnover:

Annual Turnover is referred to in table CR 2B – Commission Fee Schedule of the Companies Regulation 2011 and Schedule 1: Fees of the Close Corporation Administrative Regulations.

Section 223 read with Regulation 164 of the Companies Act, clearly sets out what constitutes turnover and the method required to calculate turnover for the purpose of determining the correct annual return fee to be paid to the CIPC.

For more assistance refer to [Practice Note 1 of 2016](#) - Correct Disclosure of Annual Returns

Number of shareholders: (of company)

Indicate the number of natural persons who are holders of shares issued by the company or in the case of a close corporation, the number of members. Only to be completed by profit companies.

Alternatively, Number of Non-profit company (NPC) members:

Indicate the number of natural persons who are members of the NPC. If the NPC is an NPC without members, then indicate the value as zero (0).

Information typed in the PI Score is used to pre-populate certain fields further in the AR filing and cannot be amended at such fields. This is to ensure data uniformity. In order to update, especially turnover, you need to update the PI Score at the PI Score stand-alone function and then go back to the AR.

PI Score information must align to the same period for which the financial information is being submitted. For example, if the AR filing is for a company with financial year end September 2022 then the PI Score information must be as at September 2022.

Companies not reflecting under customer dashboard:

Only companies and close corporations for which the customer is also a **director or member**, will reflect under the customer dashboard.

If you are not the active director or member of the company or close corporation use search option 2.

Intermediaries are reminded that you need to have a mandate from your customers to file any matter with the CIPC including AR.

Refer to step by step guide.

Questions and challenges relating to XBRL, FAS, Compliance check list, allocation of deposits before 9 January 2023, Refunds, Credit/Debit Notes and login challenges must be logged at the follow queues: -

- FAS – Companies and Close Corporations / Financial Statements
- XBRL – Companies and Close Corporations / XBRL
- Allocation of deposits – Finance / Allocation of deposit
- Refunds – Finance / Refunds (proof of deposit must be attached)
- AR credit / debit notes – Companies and Close Corporations / Annual Returns / AR Credit/Debit (Proof of filing and Financial Statements is required)
- Customer Login Challenges – Login challenges / New e-services

(for system challenges a screenshot must be attached that indicated the webpage you are on, a full screen picture of the challenge, entity name and number, and date and time stamp)

AR Calculator:

The AR calculator is currently at the end of the AR and a stand-alone option will be developed and released during phase 2.