



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

CIPC NOTICE

12 JANUARY 2023

UPDATE: SYSTEM CHALLENGES WITH THE IMPLEMENTATION OF ENHANCED ESERVICES AND BIZPORTAL PLATFORMS

Dear customers,

The CIPC wishes to thank you for your patience with the transition to the new E-services and BizPortal platforms. Our IT team have been hard at work resolving issues experienced through the migration and issues logged through our Query Resolution System. The following issues have been resolved thus far.

1. User Login Error
2. Login Validation Errors
3. System Performance Improvement
4. Disclosure Documents not sent to Customers/Incorrect document: *IT working on resolving the issue.*
5. AR penalty when not due: *IT is working on resolving the issue.* **Please do not file the annual returns if the penalty reflects incorrectly or submit a ticket for such**, as this should be resolved within the next day or two.

Troubleshooting:

- The CIPC is arranging a troubleshooting webinar for tomorrow to assist customers navigate the new platforms. The invite to follow shortly.
- The CIPC will also post troubleshooting tips for common issues, on the social media sites.

Customer queries:

The CIPC requests that when customers log a ticket, they should provide more than just the IT number for the error. We request that customers please include the webpage, the picture of the error and the entity name and number.

The dti Campus (Block F - Entfufukweni), 77 Meintjies Street, Sunnyside, Pretoria | P O Box 429,
Pretoria, 0001

Call Centre: 086 100 2472
Website: www.cipc.co.za

We are experiencing a high volume of calls and tickets on the Query Resolution System (QRS). We ask that you please be patient with us, the relevant back office staff is attending to speedily resolving queries.

The CIPC wishes to extend an apology to affected customers for the inconvenience caused to them.

Customer query contacts:

Call centre: 086 100 2472

Mail: enquiries.cipc.co.za