



Companies and Intellectual
Property Commission
a member of the dtic group

CIPC NOTICE

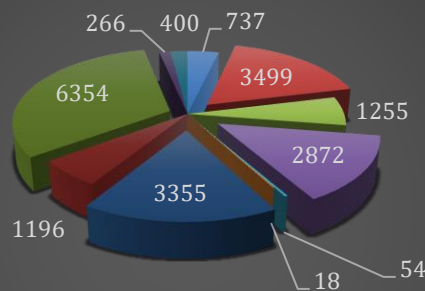
13 JANUARY 2023

UPDATE: SYSTEM STATUS SINCE THE IMPLEMENTATION OF ENHANCED E-SERVICES 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. The CIPC appreciates the feedback received via email, logged queries and through the social media platforms. Since the migration of the transacting platforms on Monday 9 January 2023 to Thursday, 12 January 2023, over 20 000 transactions were processed successfully.

Transactions (9 - 12-Jan-23)



- | | | |
|---------------------------|--------------------------------|-----------------------------|
| ■ Company Registrations | ■ Annual Returns | ■ Company Registration MOI |
| ■ Disclosure Certificates | ■ CO Change Financial Year End | ■ Cooperative Registrations |
| ■ Name Reservations | ■ Address Changes | ■ Director Amendments |
| ■ Location Of Records | ■ BEE | |

The CIPC has worked on challenges faced with the implementation of the system and the IT team continues to finalise. The following issues have been resolved:

1. User Login Error

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

2. Login Validation Errors
3. System Performance Improvement
4. Disclosure Documents not sent to Customers/Incorrect document
5. Duplicate name reservations
6. Dispatch of certificates and missing / incorrect data on certificates. Dispatch is running and customers should receive their certificates by 15 January 2023.

The CIPC team is still working on resolving issues with 'Foreign Director Assurance' and the migration of names from old server to new systems.

While the above is resolved, there may be isolated cases/issues experienced by customers and for these we request that you log a ticket so that these can be attended to.

Troubleshooting:

- When handling multiple transactions that have fees, you can add the items to your cart and at the end of transacting, make a once off payment for all items in your cart.
- The CIPC has started arranging troubleshooting webinars. Two sessions were conducted today. More sessions are planned for next week. Recording of the sessions can be accessed on our Facebook and You Tube pages.
- 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 CIPC wishes to extend an apology to affected customers for the inconvenience caused to them.

Customer query contacts:

Call centre: 086 100 2472 – Kindly note that there might be delay in answering calls due to the high call volumes during the transition period.

Mail: enquiries.cipc.co.za