



Companies and Intellectual
Property Commission

a member of the dti group

NOTICE TO CUSTOMERS

CIPC Scan to e-Mail Requirements

Dear Customer,

CIPC apologises for all the delays in processing of applications. CIPC is moving towards an e-repository solution where all applications for registrations will be indexed and stored in an e-repository.

To ensure that all your applications are processed promptly including the applicable document attachments via e-mail, the following requirements are prescribed:

- Applications must be filed/submitted to the correct e-mail address;
- Applications may not be filed in parts (i.e. split or dividing the documents and submitting multiple e-mails for one application);
- Applications or parts thereof will not be downloaded by CIPC from other sites such as Google;
- Each application must be scanned and submitted separately to a relevant email address;
- Applications may not be filed in duplicate as it will lead to duplicate tracking, processing and billing which **will not be refunded**;
- Applications must be clear and the information legible;
- The subject of the e-mail must clearly state the customer code, form code, where applicable, the entity name and entity registration number, where applicable (e.g. ABC123, CoR21.1, ABC (Pty) Ltd, 2002/123456/07); each item of data must be separated by a comma.
- Enquiries or queries received in the email addresses dedicated to application filing will be ignored and will not be responded to;
- Limitation on File Size to be e-mailed:
 - Scanned Documents/Files must be less than 10 megabytes;
 - **Files bigger than 10 megabytes will be rejected;**
- Scanning requirements:
 - Copy Dot scans must have a maximum resolution of 150 dpi
 - Step 1 select "email" on the printer/copier/scanner
 - Step 2 select "more options"
 - Step 3 select 150 dpi on resolution

Business Address

77 Meintjies Street
the dti Campus
Sunnyside
0001

Postal Address

Companies
P O Box 429
Pretoria
0001

Contacts

National: 086 100 2472
International: +2712 394 5
www.cipc.co.za

- Images should be scanned as close to 100% of final size as possible;
 - Poor quality images will be rejected;
 - Customers are advised to use black pen when completing the forms
 - The colour of the scanned images / documents must be black and white;
- o File Format requisites are the standard PDF format and Tiff format only – no J-peg or other format files will be accepted;
 - o For a list of the relevant e-mail addresses for electronic submission of company documents, please refer to the following published notice on the website:

http://www.cipc.co.za/Notices_General.aspx

Click on: [Promotion of electronic lodgements and transacting with CIPC; Discontinuation of printing forms at the kiosk and New process for online retrievals](#) (dated 30 August 2013)

It is an offence in terms of S215(2)(e) of the Companies Act to submit false information to the CIPC and persons found guilty of submitting such will be prosecuted.

Your co-operation in adhering with the above requirements will result in CIPC providing a more effective and efficient service.

Sincerely,



Ms Astrid Ludin

Commissioner: CIPC

20/10/2014