



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

Customer Enquiry Management System



Agenda

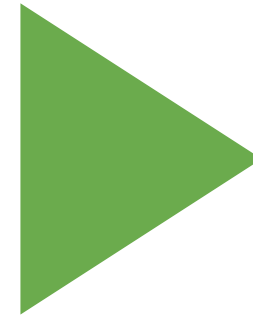
- **Overview of the CIPC Customer Enquiry Management System**
- **Question & Answers**



Customer Enquiry Management System



**CIPC has implemented the
Customer Enquiry Management
System (CEMS) from 1 April
2026**



**A notice about CEMS is
available on the CIPC website
(Notice 17 of 2026)**

Purpose and Benefits

Purpose

The purpose of the system is to provide a central repository for all enquiries logged with CIPC.

System benefits

To provide -

- A centralised and streamlined enquiry management
- Faster response times
- Improved tracking and follow-up of queries
- An enhanced customer support experience

System Implementation and Phases

From the date of implementation (1 April 2026), most enquiries were moved to CEMS. The enquiry system will be implemented in two phases.

From this date –

- The dedicated enquiry email addresses of the services supported by CEMS have been disabled. All categories of enquiries supported by the system must be submitted through CEMS. Details regarding the applicable services will be discussed in the presentation.
- Follow-up enquiries, sent to the dedicated email address on or before 31 March 2026, must be logged through CEMS. When a follow-up is done, a **PDF copy** of the email correspondence can be **uploaded as an attachment** for the CIPC responding official to have the full history immediately.

Options to Access the System

1. CIPC website

At the footer of the homepage under the “**NEED HELP?**” section select “**LOG A QUERY**” to begin.

NEED HELP?

Step-by-Step Guides

Self-Service Centers

Log a Query

Learn-I-DIZ

Email addresses for

submitting applications

Options to Access the System

2. BizPortal

Select “**CONTACT US**”, and thereafter “**ENQUIRIES**”.

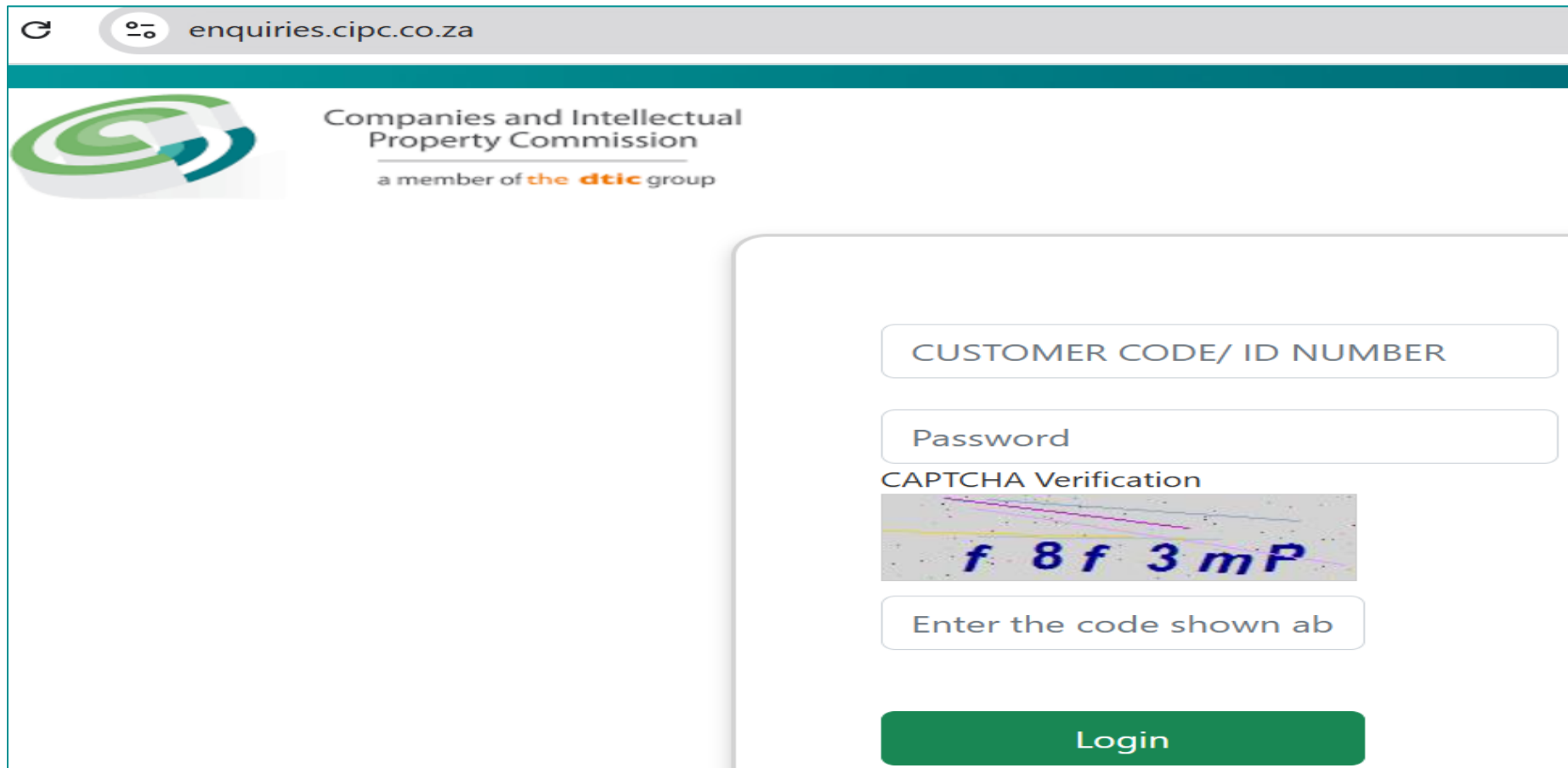
Link: <https://www.bizportal.gov.za/>



- 3. Directly via <https://enquiries.cipc.co.za/>

Options to Access the System

3. Directly via <https://enquiries.cipc.co.za/>



The screenshot shows a web browser window with the address bar displaying "enquiries.cipc.co.za". The page header features the CIPC logo and the text "Companies and Intellectual Property Commission" and "a member of the dtic group". The main content area contains a login form with the following fields and elements:

- A text input field labeled "CUSTOMER CODE/ ID NUMBER".
- A text input field labeled "Password".
- A "CAPTCHA Verification" section containing a CAPTCHA image with the characters "f 8 f 3 m P".
- A text input field labeled "Enter the code shown ab".
- A green "Login" button.

Enquiries presently supported by CEMS (Phase 1)

Enquiries that is supported from 1 April 2026 (phase 1)

- **Paper Based Disclosure and/or e-Disclosure** – All requests and enquiries
- **Companies and Close Corporations (CC)** - e.g. Company registrations, MOI changes, B-BBEE, Deregistration and Re-instatement
- **Corporate Legal & Policy Support** - e.g. Beneficial ownership, PAIA, POPIA
- **Governance & Enforcement** - e.g. CoR135.1 complaints
- **Corporate Regulation** - e.g. AFS, FAS, Act Contraventions
- **Directors, Members and Practitioners (DMP)** - e.g. Company director amendments and Business Rescue Practitioner appointments

Enquiries presently supported by CEMS (phase 1)

- **Co-operatives** - e.g. Co-op registration annual returns (AR), Co-op director amendments and Deregistration
- **Patents**
- **Designs**
- **Copyrights**
- **Trade Marks**
- **ICT enquiry for an error message:** Log a ticket under the relevant process, e.g. if related to a director amendment application, log a ticket under **Directors, Members and Practitioners (DMP)**.
- **Call Centre**

Enquiries not supported by CEMS

- **Court-related Documents**

Submission of Court Orders, Subpoenas, or Warrants of Execution. These should still be directed to the dedicated Corporate Legal email address (corporatelegalservices@cipc.co.za)

- **Password Reset**

- The existing password reset process remains unchanged. The form, certified ID copy and any other documentation which may be required, must still be emailed to resetpassword@cipc.co.za
- Information on the requirements to do a password reset can be found with the link https://www.cipc.co.za/?page_id=1975

Enquiries Phase 2

- **Finance**
- **Education related to Companies, CCs, and Co-operatives**

FAQ

- **What if the Category I want to log my enquiry under is not listed?**

If the category doesn't appear, please view notice 45 of 2024 ("CIPC Enquiry System not available - Alternative processes") for the relevant email address to which such enquiries must be sent.

- **Can I re-open a case if my issue is unresolved?**

Yes. CEMS includes a "Re-open Case" feature. New enquiries should not be submitted for the same issue.

FAQ

- **Will I be notified when my ticket is assigned?**

No. Customers must log in to check the status of their tickets.

- **Can I edit my enquiry after submission?**

No. Once submitted, queries cannot be edited. You must wait for CIPC's feedback and, and if need be, re-open the ticket.

- **Can third parties submit queries on behalf of clients?**

Yes, third-party submissions are allowed. Each customer must log in using their own customer code.



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Questions?