

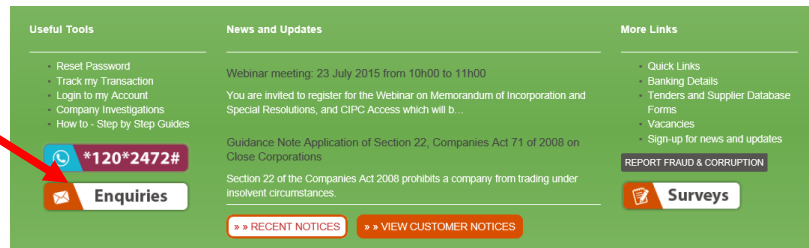
Step by Step Guide: Logging and Viewing Enquiries

In order to use this step by step guide, you should have registered a customer code.

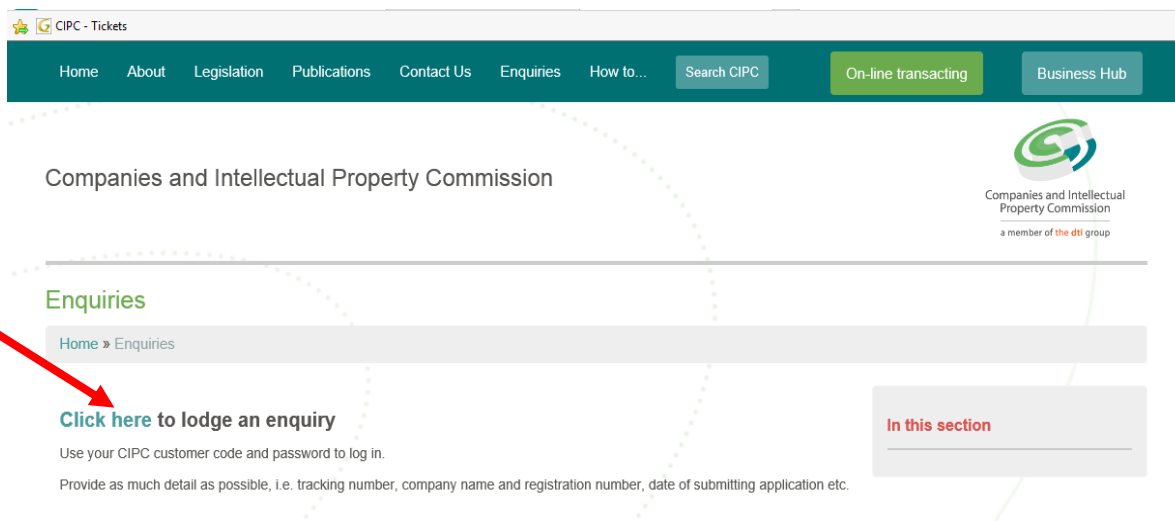
- Consult the step by step guide for Customer Registration for assistance in registering a customer code, www.cipc.co.za / Useful Tools / How to – Step By Step Guides / Step by Step Guides

Logging a new ticket:

1. Visit the CIPC Website www.cipc.co.za and click on **Enquiries** (bottom left corner).

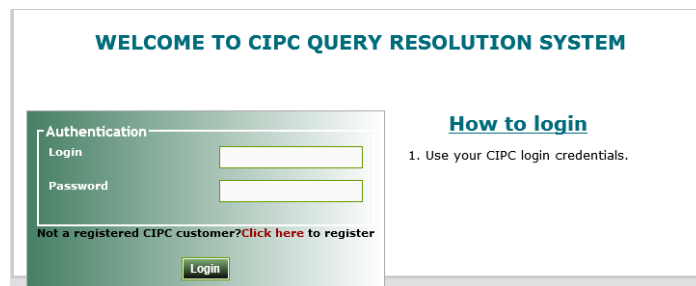


2. Click on the **Click Here**.





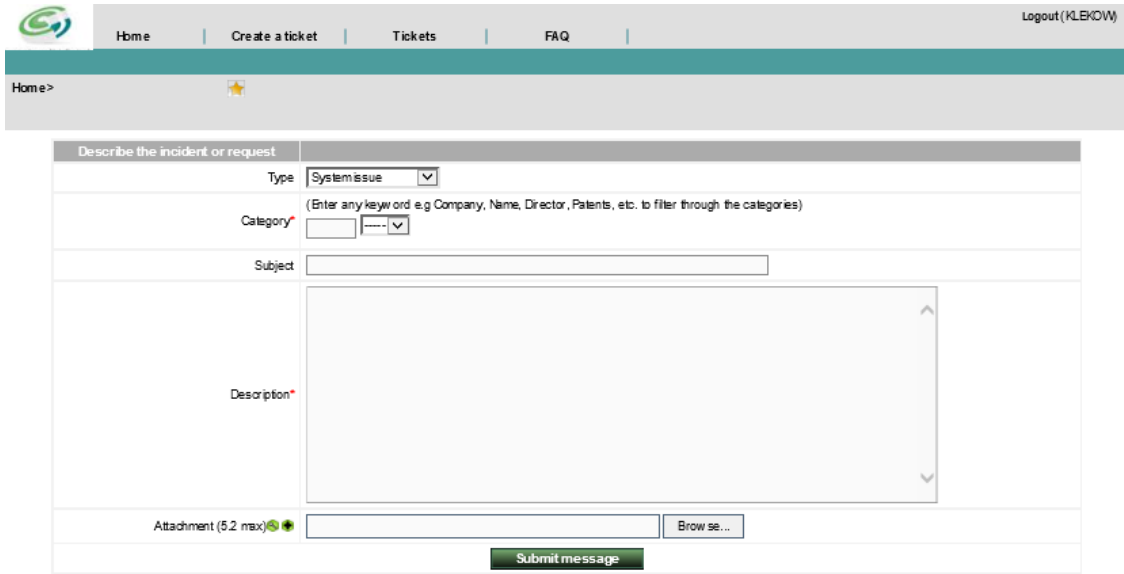
3. **Login.**

- Customer Code
- Customer Password (case sensitive)

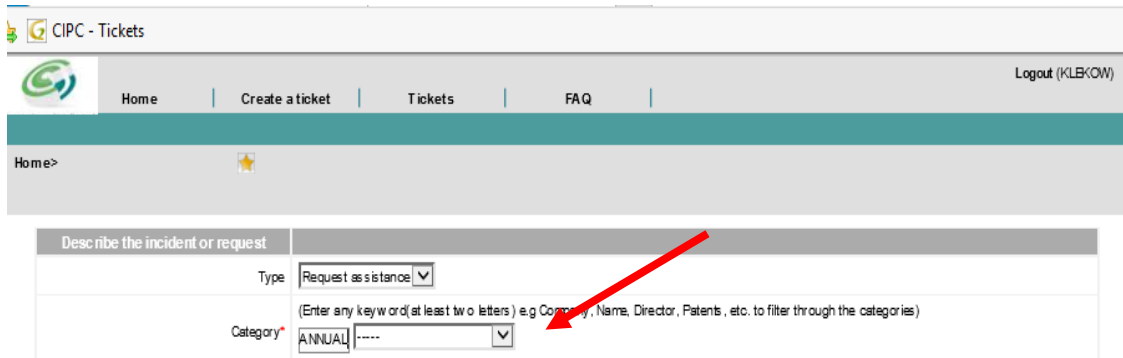


If you do not have a customer code, click on **Click here** in order to register a customer code

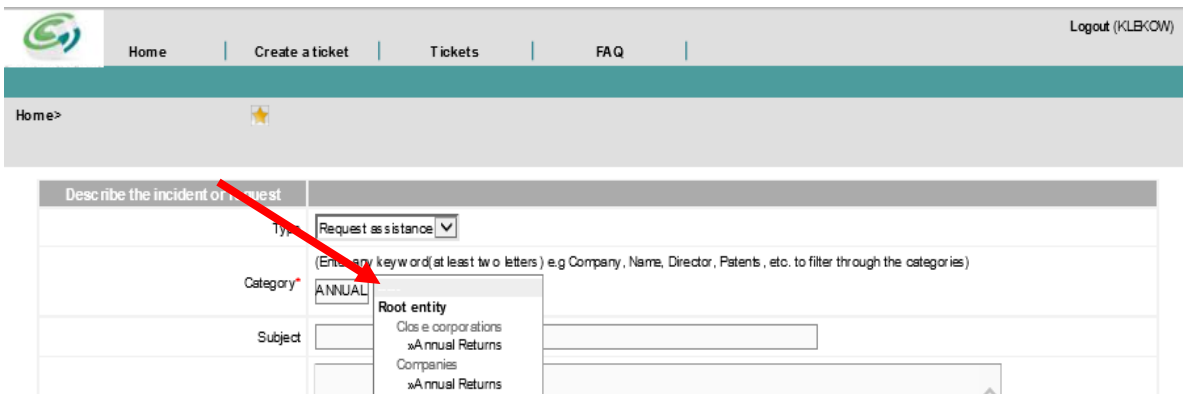
4. Complete the required fields, upload any documents and click on **Submit message**
 - Type – click on drop down  and select either **System Issue** or **Request assistance**
 - Category – type a keyword of the business process for which you want to log a ticket e.g annual and then select the relevant category from the drop down  (for assistance, refer to below screenshots)
 - Subject – type the enterprise name and number to which the enquiry relates
 - Description – provide a narrative or detail to your enquiry



The screenshot shows the 'Describe the incident or request' form. The 'Type' dropdown is set to 'System Issue'. The 'Category' dropdown is empty. The 'Subject' and 'Description' fields are also empty. There is an 'Attachment (5.2 max)' field with a 'Browse...' button and a 'Submit message' button at the bottom.



The screenshot shows the 'Describe the incident or request' form. The 'Type' dropdown is set to 'Request assistance'. The 'Category' dropdown has 'ANNUAL' entered. A red arrow points to the 'Category' dropdown.



The screenshot shows the 'Describe the incident or request' form. The 'Type' dropdown is set to 'Request assistance'. The 'Category' dropdown has 'ANNUAL' entered, and a dropdown menu is open showing options: 'Root entity', 'Close corporations', 'Annual Returns', 'Companies', and 'Annual Returns'. A red arrow points to the 'Category' dropdown.

Supporting documents relating to the enquiry may be attached by clicking on **Browse**.

- The system will generate a unique reference number (ticket) for the enquiry. This ticket number must be used on all escalations with CIPC.



Your ticket has been registered, its treatment is in progress. (Ticket: 65243)
Item successfully added: ABC (PTY) LTD, REG NO 1999/012345/23
Thank you for using our automatic helpdesk system.

Response to tickets:

- The service delivery standard for tickets and enquiries is 10 working days and include internal escalations between the different CIPC departments.
- Review response after 10 working days by logging back into the CIPC website enquiry system, select **Tickets**, select the relevant ticket and click on the **Solutions** tab.

WELCOME TO CIPC QUERY RESOLUTION SYSTEM

Authentication

Login

Password

Not a registered CIPC customer? [Click here to register](#)

How to login

1. Use your CIPC login credentials.

Logout (KLEKOW)

Home | **Create a ticket** | **Tickets** | FAQ

Home >

Describe the incident or request

Type:

(Enter any keyword e.g Company, Name, Director, Patents, etc. to filter through the categories)

Category:

Subject:

Description:

Attachment (5.2 max)

CIPC - Tickets

Home | Create a ticket | Tickets | FAQ | Logout (KLBKOW)

Home>

Status: [v] | [v] | Not closed [v] [Search] [v] [v]

Display (number of items) 15 [v] From 1 to 2 on 2

ID	Title	Status	Last update	Opening date	Priority	Requester	Technician	Category	Due date
65 243	ABC (PTY) LTD, REG NO 1998/012345/23	New	2015-07-27 13:15	2015-07-27 13:15	Medium	KLBKOW		Close corporations > Annual Returns	2015-07-30 13:15
62 782	TEST2	Solved	2015-07-09 10:26	2015-07-08 11:57	Medium	KLBKOW		Close corporations > Re-insstatement	2015-07-11 12:01

Display (number of items) 15 [v] From 1 to 2 on 2

Notes:

- A Solved or Closed status will be assigned to a ticket as soon as CIPC has responded to the Ticket. Customers are **required to review the CIPC response and if necessary take further action based on the content of the response the resolve the application or enquiry.**
- No automatic e-mail notification is send to customers once a ticket has been responded to.
- To follow up on the status of a submitted application, customers need to wait for the expiration of the service delivery standard for the particular application, and if no response, then log a ticket.

CIPC - Tickets

Home | Create a ticket | Tickets | FAQ | Logout (KLBKOW)

Home>

List [v] [v] 2/2 [v] [v]

Solution Documents (2) Historical (22) All

Ticket - ID: 62782

Opening date	2015-07-08 11:57	Due date	2015-07-11 12:01	SLA	CC Re-insstatement SLA
By	KLBKOW	Last update	2015-07-09 10:26 by Kikow Christa		
Resolution date	2015-07-09 10:26 [v]				

Type	Request	Category	Close corporations > Re-insstatement
Status	Solved	Request source	Helpdesk
Urgency	Medium	Location	General

Actor	Requester	Watcher	Assigned to
	KLBKOW	Skosana Maria Phalatsa Dorcas Steenkamp Lucinda Manyelo Emanuel Mburakwe Glory Kikow Christa	

Title: TEST2

Description: TEST2

2 associated documents | Linked tickets

Ticket - ID 62782

Solution type

Description: test. More information.

Approval of the solution

Comments (Optional when approved)

Approve the solution | Refuse the solution

Viewing and reviewing response to ticket:

8. Customer may either Approve the solution, Refuse the solution or update the content of the ticket. If the customer is satisfied with the response or will action based on response, **Approve the solution** must be clicked. The ticket will then receive a **Closed** status.
 - If the customer is not satisfied with the response, **Refuse the solution** must be clicked and then additional comments and supporting documents must be provided. Further comments must be made in the **Comments** field. Additional supporting documents to the enquiry may be uploaded by clicking on the **Documents** tab, **Browse**, attached the additional document, **Add new file**.
 - If further information was requested, the additional comments must be made in the **Comments** field and additional supporting documents uploaded by clicking on the **Documents** tab, **Browse**, attached the additional document, **Add new file**.
 - Once the ticket is refused or more information is indicated in the **Comments** field, the ticket is re-activated for review by CIPC.
 - If the customer is still not satisfied with the response or has not been responded to within the 10 working day service delivery standard, the enquiry supported by the ticket number may be forwarded to the CIPC ombudsman, VMakau@cipc.co.za.