

REGISTER AS A CUSTOMER ONLINE GUIDE

In order to transact with CIPC, you need to register as a customer. Your Customer Code will be used as your user name, and this enable you to create a virtual account. All money paid into the CIPC account, is linked to the relevant Customer Code. Therefore, when depositing money into the account, the reference number should always reflect your Customer Code.

Step 1: Log onto the CIPC website at www.cipc.co.za

The screenshot shows the CIPC website homepage. At the top right is the CIPC logo and the text "Companies and Intellectual Property Commission a member of the dti group". Below this is a navigation bar with links: Home, About Us, Enterprises, Intellectual Property, Partners, Publications & Documents, Notices & Notes, and Help. A secondary navigation bar includes "CU STOMER LOGIN | CU STOMER REGISTRATION | ADDITIONAL SERVICES". The main content area features a large "WELCOME TO THE CIPC WEBSITE!" heading. To the left is a sidebar with "CU STOMER TRANSACTION S" (Customer Login, Customer Registration, Additional Services) and "QUICK LINK S" (Customer Registration Info, CIPC Banking Details, Careers, Feedback to CIPC, Enforcements & Remedies, Education & Awareness, Supplier Database Form, Fraud Alert, Tenders). To the right is "QUICK CONTACT INFO" (Cell Centre: 086 100 2472 (CIPC), International Tel: +27 12 394 9500, Fax Number: 086 517 7224, International Fax: +27 12 394 9501, Email: info@cipc.co.za, Docex: 256 Pretoria) and "POSTAL & PHYSICAL ADDRESS S" (Postal Address: Companies P O Box 429 Pretoria 0001, Postal Address: Intellectual Property Private Bag x400 Pretoria 0001, Postal Address: Co-Operatives Private Bag x237 Pretoria 0001, Physical Address: the dti Campus (Block F - Entlofukweni) 77 Meintjies Street). The main text below the heading states: "All previous CIPRO customers have to verify and update their customer details. If you are an existing customer, click on **CUSTOMER LOGIN** (On the left menu). The system will prompt you to verify all details when you log in for the first time. If you are a new customer, click on **CUSTOMER REGISTRATION** and follow the prompts. If you want to do searches (e.g. name search, enterprise search), disclosures or other transactions, click on **ADDITIONAL SERVICES** on the left menu under quick links. To view an accessibility map for easy navigation of the

Step 2: Register as a CIPC Customer

Click on **Customer Registration**

Click on **Register as Customer**

Complete the required fields and click on **Register** (See Explanatory Notes at end of this document)

The screenshot shows a web browser window displaying the CIPC Customer Registration Online Guide. The page has a navigation menu with 'Home' and 'Additional Services' options. The main content area is titled 'Register as customer' and contains several sections of form fields:

- Customer Registration:** Fields for Customer Code (R02345), Password (masked with dots), Confirm Password (masked with dots), Full names (TEST TESTING), Surname (DU PREEZ), and Display name (TEST DU PREEZ).
- Profile Information:** Fields for Postal Address (line 1: PO Box 1, line 2: PRETORIA, City/Town: Pretoria, Province: GAUTENG, Postal code: 0001) and Physical Address (line 1: 1 Meintjies str, line 2: SUNNYSIDE, City/Town: PRETORIA, Province: GAUTENG, Physical Code: 0002).
- Contact Information:** Fields for Cellphone (+27833216999), Telephone code (012), Telephone number (3943488), Email (TEST@YAHOO.COM), Fax code (012), and Fax number (3943444).
- Miscellaneous Information:** Fields for Delivery method (TO COLLECT), Juristic person (checkbox), Identification type (RSA ID NUMBER), Customer type (PUBLIC), Communication method (PLEASE SELECT COMMUNICATION METH...), and ID/Passport number.

A green arrow points to the 'Register' button at the bottom of the form. The footer of the page includes 'Terms Of Use | Privacy Statement' and 'Copyright 2011 CIPC'. The browser's taskbar at the bottom shows several open applications, including Microsoft Office, Close Corporations, Convert a d..., CUSTOMER..., Application t..., Step by step..., REQUIREMEN..., and CIPC Transact... The system tray shows 'Local intranet'.

Once all the fields are completed, click on **Register**.

The fields will be verified. If there is any problem/missing information, an error message will display in red, indicating what is required. Correct the fields as indicated, and click on Register again.

If the registration was successful, the following message will display:

Register as a customer:

You have successfully registered an account. Please deposit money into your virtual account.

Customer Registration Fees

Customer Registration is Free of Charge.

Once the deposit is reflecting within your account, you may continue to file your applications. You may confirm whether your deposit is reflecting by logging on to the CIPC website, [Additional Services](#), [Customer Log In](#) (using your customer code and password), [Customers](#), [Customer Transactions](#), Selecting the date period, and [Show Statement](#).

Step 4: Login as Customer

Once registered, you must click on [Customer Login](#) to proceed with electronic filing of documents.



Type in [Customer Code](#) and [Password](#) selected at [Customer Registration](#).

Click on [Login](#).

Explanatory Notes:

Customer Registration

Customer Code: Your customer code should consist of six characters. (6 letters, digits or a combination of letters and digits). The customer code and password is case sensitive. Therefore ensure that if you type it as Capital Case, to type it exactly the same way every time you log in.

(If the customer code exists already, a message will display in red, indicating that you must choose another customer code.)

Password: Choose a password (8 letters, digits or a combination of letters and digits).

Customers must avoid making the password the same as their customer code or using their date or birth

Confirm password: Re-enter the password for confirmation

Full names: Complete your full names

Surname: Your Surname

Display name: Indicate the preferred display name

Profile Information:

Postal Address: Type your postal address

City/Town: City/Town of Postal address

Province: Province

Postal code: Postal Code

Physical Address: Indicate your physical address

City/Town: City/Town

Province: Relevant Province

Physical Code: Physical code

Contact Information:

Cell phone: Your cell phone number should be in international format (e.g. +27822314333)

Telephone code: e.g. 012 for Pretoria, 021 for Cape Town etc

Telephone number: Indicate your telephone number

Email: Provide a valid email address

Fax code: Indicate the fax code

Fax number: Indicate your fax number

Miscellaneous Information:

Delivery method: Post, Basket, To collect (at the CIPC office in Pretoria) or Docex.

Indicate how the output documents must be delivered to you

Juristic person: Tick this box if the customer is a juristic person

Identification type: Select the identification type as either identity number or passport number

Customer type: Public or Customer Secretary, (Only Company Secretaries should click on Company Secretary)

Communication method: Indicate your preferred correspondence method (To Collect, To Post, Fax, Email, Docex, Courier)

ID/Passport number: Provide either the identity number or passport number depending on the identification type