Central Supplier Database Registration FAQ

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Frequently Asked Questions - CSD

What is the CSD?

The Central Supplier Database (CSD) is a single database that will serve as the source of all supplier information for organs of state. The supplier information will be verified with institutions such as the South African Revenue Service, Companies and Intellectual Property Commission, Department of Home Affairs etc. All suppliers will be required to complete required information on the CSD website and must ensure it is complete, accurate and comprehensive. Foreign company numbers and ID numbers are not verified by the system.

What do I need to register on the CSD?

Depending on the supplier type, the following would be amongst the required information:

- A valid cell-phone number to receive a SMS for your One Time Pin (OTP);
- A valid email account;
- Supplier identification information e.g. identification number or company registration number or trust number, etc.;
- Industry classification information (Building, Retail, exe);
- Supplier contact information e.g. preferred contact name, email address, cell-phone number, telephone number etc.; (**Note**: *Please ensure that you provide all relevant numbers where available i.e. telephone number (landline), cell-phone number, fax number, toll free number, website address. This is to enable Organ of State practitioners to reach you when intending to contact you for procurement purposes)* ;
- Supplier address information e.g. country, province, municipality, city, suburb, ward and postal code;
- Bank account information if relevant to ensure future payments; (**Note**: It is critical to refer to the banking FAQ on the OCPO website prior to capturing your bank information. **Verification against the banks may take up to four (4) days, please complete this information in advance to prevent payment delays)**;
- Supplier tax information if relevant;
- Directors/Members information, e.g. name and identification number of directors, members etc.;
- Commodities the supplier can provide; (**Note**: commodities need to be captured accurately as they are used by Organ of State practitioners to search goods and services required by them. The delivery locations of commodities must be accurate to prevent you from not responding to request for quotations sent from practitioners in areas where you do not supply commodities); and
- Accreditations the supplier is associated with e.g. CIBD, SETA, SANAS etc. if relevant.

How do I register on the CSD?

You are required to follow a two stage, self-registration process:

STAGE 1: Create yourself as a CSD user

- Register your basic information on: https://secure.csd.gov.za/account/register;
- Activate your account using the activate account link emailed to you; and
- Click on **Request OTP** and enter the OTP sent via sms.

STAGE 2: Complete supplier details

- Log in on: https://secure.csd.gov.za/account/login;
- Click on **Supplier Details** followed by **Add Supplier**;
- Complete the **identification** tab; and
- Complete the other required information (industry classification, contacts, address, tax, directors/members, associations, commodities, notifications and B-BBEE).

SUBMIT

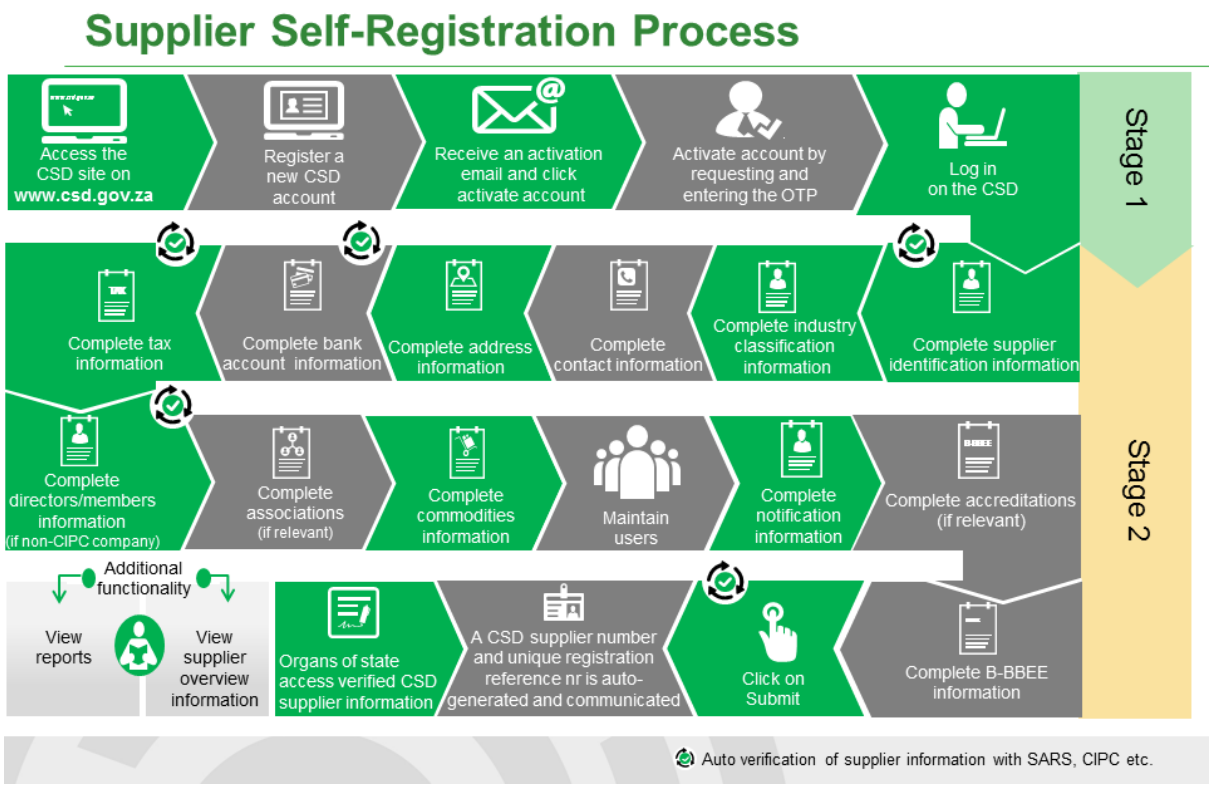
- Click on the **Overview** tab to ensure there is no outstanding information; and
- Once all the information is complete, click **Submit**.

How do I know I am successfully registered?

The registration is complete once the supplier information is assigned a **Supplier number** and a 36-digit **Unique Registration Reference Number**.

How do I obtain a registration report?

- Click on Report, followed by **Registration**;
- Enter your Supplier number and the Unique Registration Reference Number;
- Click **View Report**.



Why do I have to enter an ID number when I am trying to register?

You need to first register an individual as a user, who will be able to log into the CSD and enter the company information.

I have not received my Activation Email. Now what?

First check your junk mail and spam folders in your email. If there is no email there, then go back to the site, click on Login and below the Login button on the bottom of the page is a “Resend Activation Email” link. Click on this link and enter the email address you registered with to have the email resent.

What information do I supply to a government tender?

The search facility in CSD allow the user to view suppliers based on their registered name, but it need to match exactly. Rather supply your Supplier number and a 36-digit Unique Registration Reference Number ot whatever information is requested in the tender document.

Tax Status

Tax Compliance Status

For help on how to deal with tax status differences between CSD and the tax clearance certificate, visit this page:

https://secure.csd.gov.za/NewsFeed/UserNewsFeedDetails/3#FAQ2

Tax Compliance Expiry Date

For help on how to deal with tax status differences between CSD and tax clearance certificate, visit this page:

https://secure.csd.gov.za/NewsFeed/UserNewsFeedDetails/3#FAQ3

Identifier

CSD cannot electronically verify the identity of a supplier other than a South African Individual / Sole Proprietor (through Home Affairs) or a company registered at the Companies and Intellectual Property Commission (CIPC). For this reason, a disclaimer is displayed for supply chain practitioners to obtain supporting documentation to verify the identity and legitimacy of a supplier in these cases.

Bank

For help on how to resolve bank failures visit this page:

https://secure.csd.gov.za/NewsFeed/UserNewsFeedDetails/4#FAQ1

Bank FAQs

Summary

FAQs relating to the CSD bank screen are listed below and will assist users in addressing questions and guide them in resolving bank account verification issues.

Details

Can I use a nominated bank account?

How do I resolve "Incorrect Bank Account Number or No Match Found" bank error message?

How do I resolve Incorrect "ID Number or Company Registration Number" bank error message?

How do I resolve "Bank Account Verification Failed: Incorrect Initials" bank error message?

How do I resolve "Bank Account Verification Failed: Incorrect Name or Incorrect Supplier Name" bank error message?

How do I resolve "Bank Account Verification Failed: No rejection reason. Please contact bank to verify details" bank error message?

Can I use a nominated bank account?

For risk reasons, the CSD does not allow nominated bank accounts where a supplier utilises another entity's bank account for payments. If a supplier wants to do business with an Organ of State (OoS), they require a bank account that is linked to them as an entity. This is automatically checked by the banks, by checking if the supplier' identifying number (i.e. company registration number for CIPC registered companies; ID number for Individuals, Sole Proprietors and Unincorporated body of persons; Trust number for Trusts and NPO numbers for NPOs registered at Social Development), is linked to the bank account at the bank.

How do I resolve "Incorrect Bank Account Number or No Match Found" bank error message?

This implies that the bank account number did not match the number associated with the account or was not found at the bank. In order to resolve the issue and resend your updated bank account details for verification, please follow the process below.

Step 1: Confirm Bank Account Details with the Bank

- Obtain a **bank letter** from your respective bank that contains your bank account number.
- Please ensure that the content of the bank letter is **obtained from the respective screen** at the bank. We are aware of the following applicable screens for some banks used by CSD suppliers:
  ABSA: CIF Screen
  First National Bank: Hogans System on the CIS4
  Standard Bank: Bank Look-up Screen
  Nedbank: Banking Platform under the Client Details Tab

For banks not listed above, ask the bank to confirm the bank account number as it is listed on their client information system (specifically the information provided to account verification services).

Step 2: Log into the CSD and Update the Bank Account Number

- Log into your CSD account and compare the bank account number captured on the CSD with the information you received from the bank. If the account number needs to be changed, add a new bank account on the Bank tab and click the "Save" button.
- Once saved successfully, go to the Overview tab and click the "Submit" button at the bottom of the page. Wait for the "Submitted Successfully" message.

Verification can take up to four (4) working days.

Step 3: Deactivate the "Old/Incorrect" Bank Account

- Edit the old bank account, **deselect "Account in use"**, and click the **"Save"** button.

- Once saved successfully, go to the **Overview tab** and click the **"Submit"** button at the bottom of the page. Wait for the **"Submitted Successfully"** message.

If the details at the bank have been captured incorrectly, you will have to amend your details at your respective bank and, once the updates are confirmed, do the following to resend details on the CSD for re-verification:

- Log in to the CSD and go to the **Bank** tab.
- Click the **edit** icon next to the relevant bank account and then click the **"Re-submit Bank Details"** button. Provided nothing needs to change on the CSD, the details as they are on the CSD will be sent to be re-verified against the updated details at the bank.

*Note: If you have made changes on the CSD you should always go to the **Overview** tab and **Submit** the changes.*

If the information at the bank is identical to what you provided on the CSD system, and you cannot resolve the reason for the failure send an email to csd@treasury.gov.za. Include your CSD supplier number and attach the letter from the bank.

How do I resolve Incorrect "ID Number or Company Registration Number" bank error message?

This implies that the ***identifying number*** (e.g. ID number, company registration number, trust number, NPO number etc.) that was captured on the CSD's Identification tab ***does not match*** the ***identifying number linked*** to the bank account at the respective bank.

Below are four possible scenarios that cause the verification failure:

Scenario A: The ***bank account that was captured on the CSD, does not belong to the supplier*** as per the supplier profile captured on the CSD's Identification tab – therefore incorrect bank account details were captured on the CSD; OR

Scenario B: The supplier ***identifying number was captured incorrectly*** on the CSD's ***Identification*** tab (i.e. NPO or Trust Number)

Scenario C: The supplier ***did not register correctly*** on the CSD (i.e. suppler registered as an INDIVIDUAL with the individual's ID number instead of as a Company with the Company/ Business Registration Number OR a supplier registered as a TRUST instead of as an NPO etc.); OR

Scenario D: The supplier's ***identification number is not linked to the bank account or was captured incorrectly*** at the respective bank (i.e. SOLE PROPRIETORS at FNB).

In order to resolve the issue and resend your updated bank account details for verification, please follow the process below.

For all Scenarios (A-D): Confirm Bank Account Details with the Bank:

- Confirm with your respective bank that your identifying number is linked to your bank account by double checking that it is captured on the respective or other applicable bank screen as mentioned below.

- Then obtain a bank letter from your respective bank that contains your identifying number (i.e. identification number for individuals, company registration number or trust number etc.) linked to the account.
- Please ensure that the content of the bank letter is obtained from the respective screen at the bank. We are aware of the following applicable screens for some banks used by CSD suppliers:
  ABSA: CIF Screen
  First National Bank: Hogans System on the CIS4 (registration number field (line 1)) - ID Number as per Related Party Information/ Profile
  Standard Bank: Bank Look-up Screen
  Nedbank: Banking Platform under the Client Identification Tab

For banks not listed above, ask the bank to confirm the bank account number as it is listed on their client information system (specifically the information provided to account verification services).

Scenario A – Incorrect Bank Account Added to the CSD

If it is the case that the bank account originally entered on the CSD is not associated with the identifying number on the ***Identification*** tab, you would need to add a new bank account:

Log into the CSD and Create a New Bank Account

To complete this step you would need to do the following:

- Log into your CSD account and compare the bank account number captured with the information you received from the bank. If the account number needs to be changed, add a new bank account on the Bank tab and click the **"Save"** button.
- ***Ensure that the new/correct account is made the preferred account***, only the preferred account is sent for verification.
- Once saved successfully, go to the ***Overview*** tab and click the ***"Submit"*** button at the bottom of the page. Wait for the ***"Submitted Successfully"*** message.

Verification can take up to four (4) working days.

Deactivate the "Old/Incorrect" Bank Account

- Edit the old bank account, **deselect "Account in use"**, and click the **"Save"** button.
- Once saved successfully, go to the ***Overview*** tab and click the ***"Submit"*** button at the bottom of the page. Wait for the ***"Submitted Successfully"*** message.

Scenario B – Identifying Number Incorrect on the CSD Identification Tab

If your identifying number was captured incorrectly on the CSD, you may change it on the ***Identification*** tab, click the **"Save"** button and then go to the Overview tab and submit the supplier record for reverification. (See Scenario D solution for incorrect details at the bank)

Normally in this case, the Tax Compliance Verification might also have failed. If Tax Verification has however succeeded, it means that the Identifying number captured under the CSD Identification screen might actually be correct and the exact spelling of the identifying number (normally a NPO/ Trust number) needs to rather be corrected at the respective bank. If changed on the CSD, it could again result in Tax Compliance failures. It might prove quicker to update/ align the supplier identifying number at the bank in these cases, else you

will need to request SARS to update the identifying number (normally a NPO/ Trust number) on their systems which might be a more lengthy process.

Scenario C – Incorrect Supplier Type Selected on the Identification Tab

If you did not register under the correct **supplier type** (e.g. NPO incorrectly registered as a Trust) on the ***Identification*** tab, you would then be required to deactivate the supplier record and thereafter add a new one under the **Supplier Details tab**.

If it is merely an incorrect **supplier sub-type**, you may change it on the ***Identification*** tab, click **Save**, and then proceed to the ***Overview*** tab and **submit**.

Scenario D – Identifying Number Captured Incorrectly at the Bank

If the **details at the bank have been captured incorrectly**, you will have to amend your details at your respective bank and, once the updates are confirmed, do the following to resend details on the CSD for re-verification:

- Log in to the CSD and go to the ***Bank*** tab;
- Click the **edit** icon next to the relevant bank account and then click the **Re-submit Bank Details** button. Provided nothing needs to change on the CSD, the details as they are on the CSD will be sent to be re-verified against the updated details at the bank.

Note: If you have made changes on the CSD you should **always** go to the ***Overview*** tab and **Submit** the changes.

If the information at the bank is identical to what you provided on the CSD system, and you cannot resolve the reason for the failure send an email to csd@treasury.gov.za. Include your CSD supplier number and attach the letter from the bank.

How do I resolve "Bank Account Verification Failed: Incorrect Initials" bank error message?

This implies that the bank account holder initials (or in some cases the title) ***did not match*** the name provided by the bank. This normally relates to a supplier profile where the supplier registered as an INDIVIDUAL.

In order to resolve the issue and resend your updated bank account details for verification, please follow the three-step process below.

Step 1: Confirm Bank Account Details with the Bank

- Obtain a **bank letter** from your respective bank that contains your bank account holder name.
- Please ensure that the content of the bank letter is **obtained from the respective screen at the bank**. We are aware of the following applicable screens for some banks used by CSD suppliers:
  ABSA: CIF Screen
  First National Bank: Hogans System on the CIS4
  Standard Bank: Bank Look-up Screen
  Nedbank: Banking Platform under the Client Details Tab

For banks not listed above, ask the bank to confirm the bank account number as it is listed on their client information system (specifically the information provided to account verification services).

Step 2: Log on to the CSD and Update the Bank Account Holder Name

Log into your CSD account and compare the first part of the account holder name captured with the information you received from the bank. Make adjustment as needed, and click the "Save" button.

Note: If applicable, include both the title (Mr/Mrs/ Dr etc.) and initial(s) as they appear on the banking confirmation letter. See example below as illustration:

Supplier Name is: Mr John Jack Doe, but is registered at the bank as: MR JOHN J DOE, then the details on the CSD should be completed as follows:

Title: MR

Initials: J

First Names (s): JOHN

Last Name: DOE

Note: The banks use the Initials and Last Name when verifying the bank account holder name for private bank accounts

Step 3: Submit changes to the Overview tab to send the Preferred Bank Account for Verification

- Once saved successfully, go to the ***Overview*** tab and click the **"Submit"** button at the bottom of the page. Wait for the **"Submitted Successfully"** message.
- If the details at the bank have been captured incorrectly, you will have to amend your details at your respective bank and, once the updates are confirmed, do the following to resend details on the CSD for re-verification:
  i. Log in to the CSD and go to the ***Bank*** tab;
  ii. Click the ***edit*** icon next to the relevant bank account and then click the **Re-submit Bank Details** button. Provided nothing needs to change on the CSD, the details as they are on the CSD will be sent to be re-verified against the updated details at the bank.

Note: If you have made changes on the CSD you should **always** go to the ***Overview*** tab and **Submit** the changes.

NB - Verification can take up to four (4) working days

If the information at the bank is identical to what you provided on the CSD system, and you cannot resolve the reason for the failure send an email to csd@treasury.gov.za. Include your CSD supplier number and attach the letter from the bank.

How do I resolve "Bank Account Verification Failed: Incorrect Name or Incorrect Supplier Name" bank error message?

This implies that the bank account holder name did not match the name provided by the bank.

In order to resolve the issue and resend your updated bank account details for verification, please follow the three-step process below.

Step 1: Confirm Bank Account Details with the Bank

- Obtain a bank letter from your respective bank that contains your bank account holder name.
- Please ensure that the content of the bank letter is obtained from the respective screen at the bank. We are aware of the following applicable screens for some banks used by CSD suppliers:
  ABSA: CIF Screen
  First National Bank: Hogans System on the CIS4
  Standard Bank: Bank Look-up Screen
  Nedbank: Banking Platform under the Client Details Tab

Note: Banks use only the first line of the account holder name when verifying it.

For banks not listed above, ask the bank to confirm the bank account number as it is listed on their client information system (specifically the information provided to account verification services).

Step 2: Log on to the CSD and Update the Bank Account Holder Name

- Log into your CSD account and compare the bank account holder name captured with the information you received from the bank. Make adjustment as needed and click the **"Save"** button.

Note: If the supplier registered as an INDIVIDUAL (either as a sub-type INDIVIDUAL or SOLE PROPRIETOR) on the CSD and has a private/ individual bank account (not a business bank account) at their bank, the supplier should capture their Title, Initials, First Name(s) and Last Name as it appears on the banking confirmation letter. See example below as illustration:

Supplier Name is: Mr John Jack Doe, but is registered at the bank as: MR JOHN J DOE, then the details on the CSD should be completed as follows:

Title: MR

Initials: J

First Names (s): JOHN

Last Name: DOE

Note: The banks use the Initials and Last Name when verifying the bank account holder name for private bank accounts.

If the **SOLE PROPRIETOR** has a business account at the bank, they need to only capture their trading as name – again, exactly as it has been captured at their bank (same spelling, words etc.)

Step 3: Submit changes to the Overview tab to Send the Preferred Bank Account for Verification

- Once saved successfully, go to the ***Overview*** tab and click the **"Submit"** button at the bottom of the page. Wait for the **"Submitted Successfully"** message.
- If the details at the bank have been captured incorrectly, you will have to amend your details at your respective bank and, once the updates are confirmed, do the following to resend details on the CSD for re-verification:
  i. Log in to the CSD and go to the ***Bank*** tab;

ii. Click the **edit** icon next to the relevant bank account and then click the **Re-submit Bank Details** button. Provided nothing needs to change on the CSD, the details as they are on the CSD will be sent to be re-verified against the updated details at the bank.

Note: If you have made changes on the CSD you should **always** go to the ***Overview*** tab and **Submit** the changes.

NB - Verification can take up to four (4) working days.

If the information at the bank is identical to what you provided on the CSD system, and you cannot resolve the reason for the failure send an email to csd@treasury.gov.za. Include your CSD supplier number and attach the letter from the bank.

How do I resolve "Bank Account Verification Failed: No rejection reason. Please contact bank to verify details" bank error message?

This implies that the bank information you captured on the CSD system was rejected by the bank with an unknown reason. The bank did not specify a reason for rejecting this information.

In order to resolve the issue and resend your updated bank account details for verification, please follow the process below.

Step 1: Confirm Bank Account Details with the Bank

- Obtain a bank letter from your respective bank that contains your ***bank account information e.g. account holder name, account number, identifying number (i.e. identification number for individuals, company registration number or trust number etc.)*** linked to the account.
- Please ensure that the content of the bank letter is obtained from the respective screen at the bank. We are aware of the following applicable screens for some banks used by CSD suppliers:
  ABSA: CIF Screen
  First National Bank: Hogans System on the CIS4
  Standard Bank: Bank Look-up Screen
  Nedbank: Banking Platform under the Client Details Tab

For banks not listed above, ask the bank to confirm the bank account number as it is listed on their client information system (specifically the information provided to account verification services).

Step 2: Log onto the CSD to update the incorrect bank account details

To complete this step you would need to do the following:

- Log into your CSD account and compare the bank information displayed on the bank tab with the information you received from the bank.
- Update the details on the screen to reflect the valid information received from the bank and click on the “Save” button. If the account number needs to be changed, a new bank account needs to be added and the current incorrect bank account needs to be de-activated.

Step 3: Submit changes on the Overview tab

- Once update information is successfully saved on the bank tab, go to the Overview tab and click the “submit” button at the bottom of the page. Wait for the “Submitted Successfully” message.

- If the details at the bank have been captured incorrectly, you will have to amend your details at your respective bank and, once the updates are confirmed, do the following to resend details on the CSD for re-verification:
  i. Log in to the CSD and go to the ***Bank*** tab;
  iii. Click the **edit** icon next to the relevant bank account and then click the **Re-submit Bank Details** button. Provided nothing needs to change on the CSD, the details as they are on the CSD will be sent to be re-verified against the updated details at the bank.

Note: If you have made changes on the CSD you should **always** go to the ***Overview*** tab and **Submit** the changes.

NB - Verification can take up to four (4) working days

If the information at the bank is identical to what you provided on the CSD system, and you cannot resolve the reason for the failure send an email to csd@treasury.gov.za. Include your CSD supplier number and attach the letter from the bank.

The various possible error messages received from the bank are highlighted in red. Search for the applicable message and follow the detailed steps.

CIPC

Should the director / member information reflected on the CIPC registration report differ to that reflected on CSD, visit this page:

https://secure.csd.gov.za/NewsFeed/UserNewsFeedDetails/3#FAQ4

State Employee

For more information pertaining to government employment status, visit this page:

https://secure.csd.gov.za/NewsFeed/UserNewsFeedDetails/3#FAQ1

Further questions and answers can be found here**:**

http://ocpo.treasury.gov.za/Suppliers_Area/Pages/Central-Supplier-Database.aspx