CENTRAL SUPPLIER DATABASE FOR GOVERNMENT

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CENTRAL SUPPLIER DATABASE FOR GOVERNMENT

1. Introduction

The purpose of this document is to serve as a reference guide on how the approved Central Supplier Database (hereafter CSD) support users in the Supply Chain Management (SCM) division of an Organ of State to assist supplier registration on the support tool.

Recommended browsers include:
- Chrome from version 40
- Firefox from version 36
- Internet Explorer from version 11
- Opera from version 26
- Safari from version 7

Captcha Service: Note the Captcha service is used to prevent irrelevant or unsolicited messages sent over the Internet.

2. Access to the CSD

Organs of state will be required to have access to the internet.

The www.csd.gov.za URL needs to be entered in the user's web browser to access the CSD

3. Request Support Tool Access

The following section describes the support tool on-boarding process in more detail.
Note: If you are a primary user and have completed the primary user access application form. Support tool access is granted to the primary user by **default**. There is no need to request the support tool application form.

If you are not a primary user and you require support tool access, organs of state are required to complete the following support tool on-boarding process:

Actions:
1. Request support tool application form from business.support@csd.gov.za.
2. OCPO office confirms and **approves** the requestor
3. **Business support** returns the support tool application form to the requestor. The organ of state requestor must ensure they are registered as a user on www.csd.gov.za.
4. The organ of state completes form and obtains Accounting Officer's approval, the completed form is submitted to business.support@csd.gov.za
5. CSD support creates the **support tool access.**

4. Navigating the Supplier Support Tool

The purpose of the support tool is to provide assistance to suppliers throughout their registration process. This section guides and outlines how SCM practitioners can navigate the support tool.

4.1. Log-in

Once the organ of state user has successfully activated their user account, the organ of state user can then log in on the CSD.

Actions:
1. Click on **Log in** on Home page
2. Enter registered e-mail address
3. Enter password
4. Click on **Log in** button
5. Click **I accept** on the terms and conditions • The user will be navigated to the Welcome page

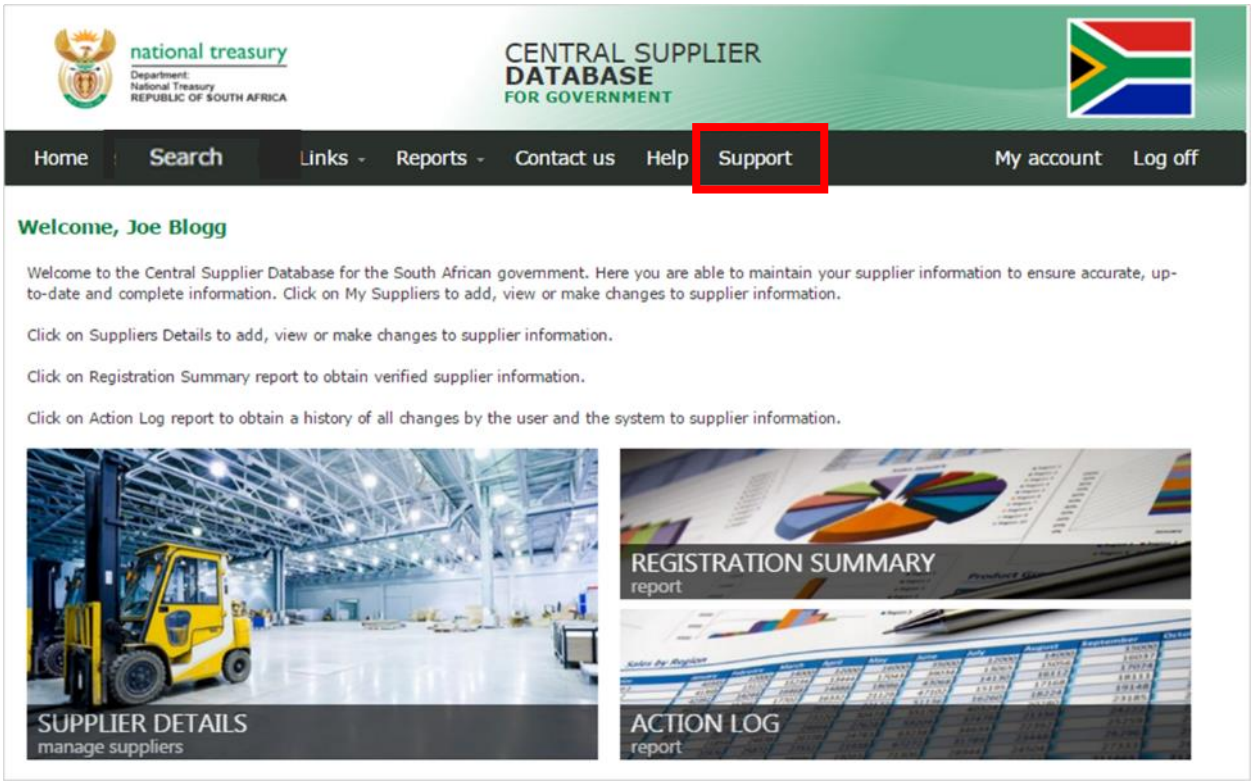

Figure 1 – CSD welcome page

4.2. Search User

Actions:
1. Click on **Support** on the Welcome page
2. Search for a particular user using an Email address, Identification number, Name or Surname or Cellphone number

Actions:

3. Click on **Get Details**
4. If a matching user is found, the **User Details** window will display the results of the search
    - **LockoutEnabled** - Indicates if a user account is **locked out**. LockoutEnabled **True** occurs when a user account has been **suspended** three times in a row. False indicates the account is not locked out. The supplier must click on the **'Forgot Password'** link on the Log In page to immediately **unlock** the account.

    - **Login Retry** - Indicates the number of incorrect login attempts. 0 means there are no incorrect login attempts. Possible values are 0, 1 and 2. On an incorrect attempt number 3 the account will be **suspended** and suspend account indicator set to 1 and then the login retry field is set back to zero. The supplier must click on the **'Forgot Password'** link on the Log In page to immediately **unsuspend** the account.

    - **IsActive** - By default this is set to **True**. All user accounts are marked as active. Indicates the user account is ready to be used for any **interaction with CSD.**

    - **SuspendCount** - Indicates number of times a user account has been **suspended**. Possible values you would see are 0, 1 and 2.

    - **SuspendTime** - The **default** setting is 1900-01-01 12:00:00 AM. When the user account is **suspended** for the first time this field will be populated with that specific date time it was suspended.

    - **IsAccountVerified** - Indicates if a user has **activated** their CSD user account. Possible values are "True" or "False". **True** means that the CSD user account has been activated (verified). **False** indicates the user must click open the CSD activation email that was sent to them and click on **Activate Account link**. If the email cannot be located. Check in the **spam** and **junk** folders of the email account. Click on Log in and click
5. To retrieve the OTP (One Time Pin) details, click on **'Get OTP details'.**
    - The OTP details will always display the recent OTP requested.
    - The **OTPExpireDateTime** is the time the OTP will expire.
6. Click on **Get security questions** to retrieve the answers to the security questions
    - Answers to security questions are case sensitive

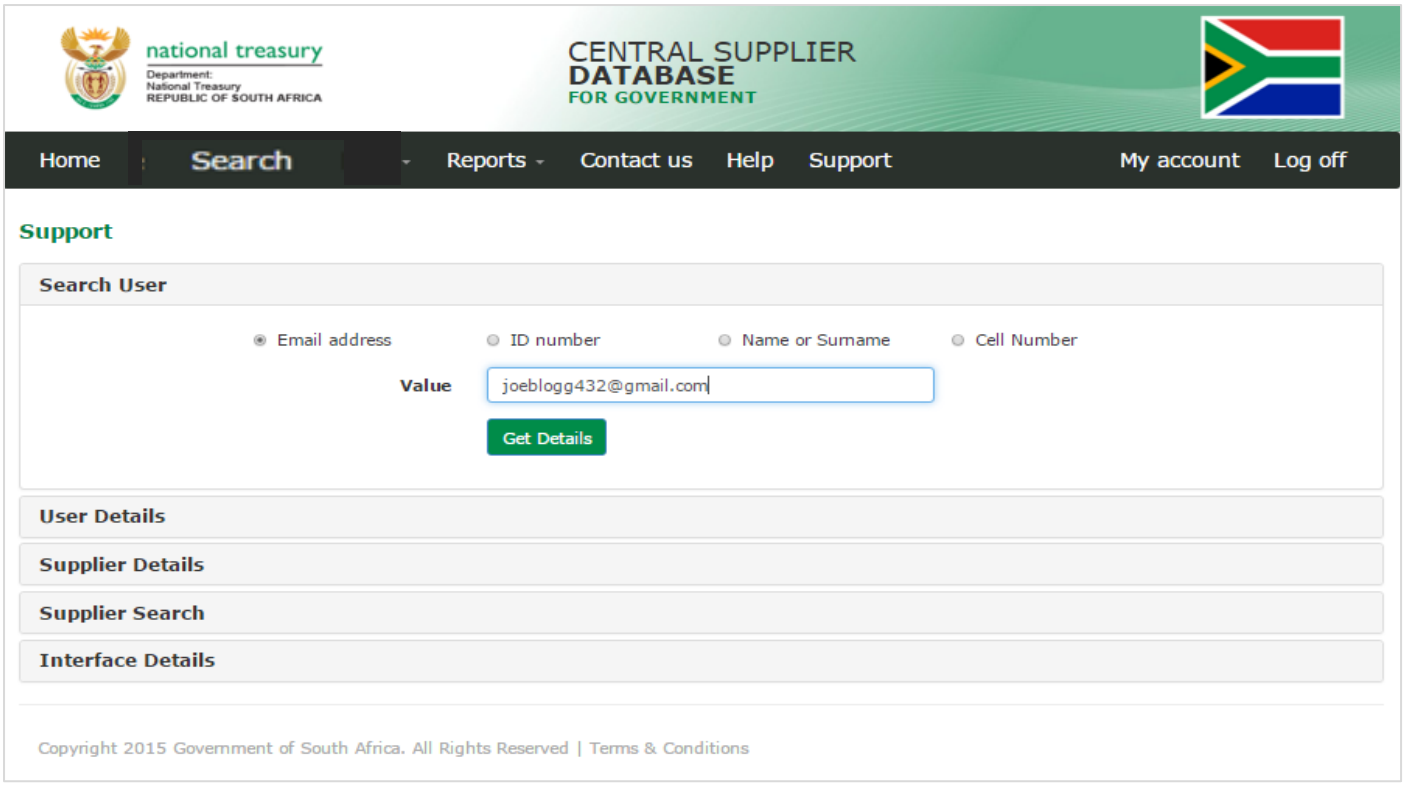

Figure 2 – Search User

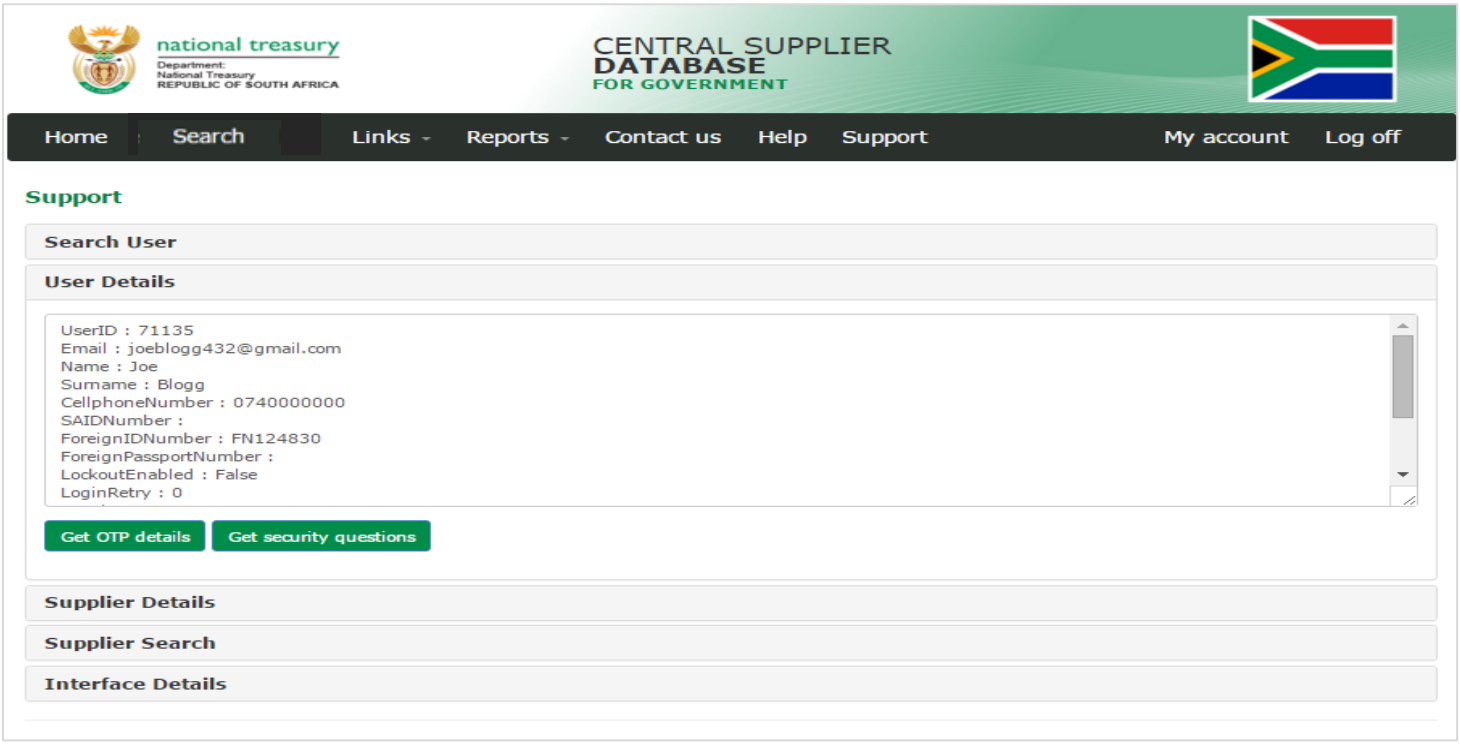

Figure 3 – User Details

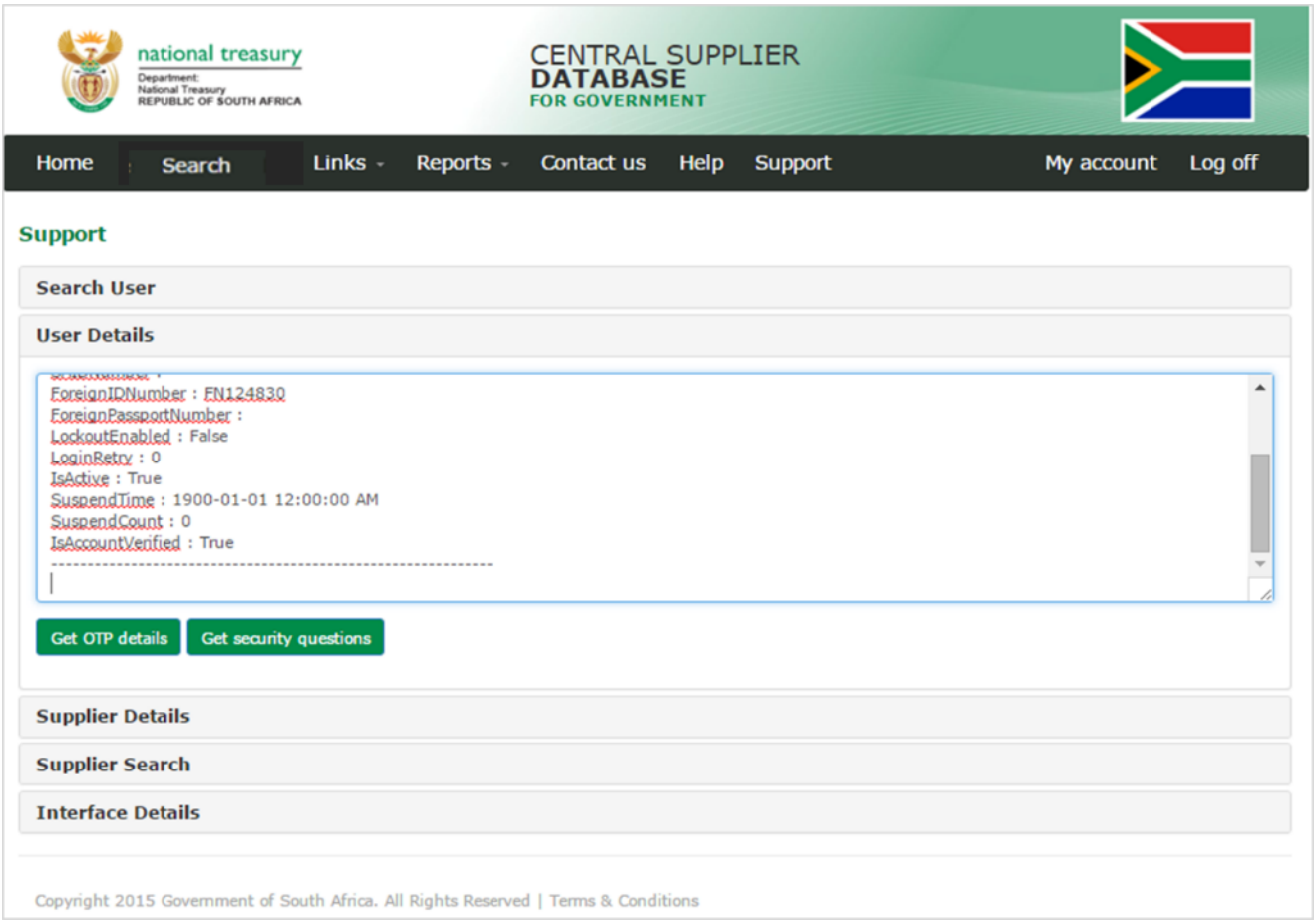

Figure 4 – User Details

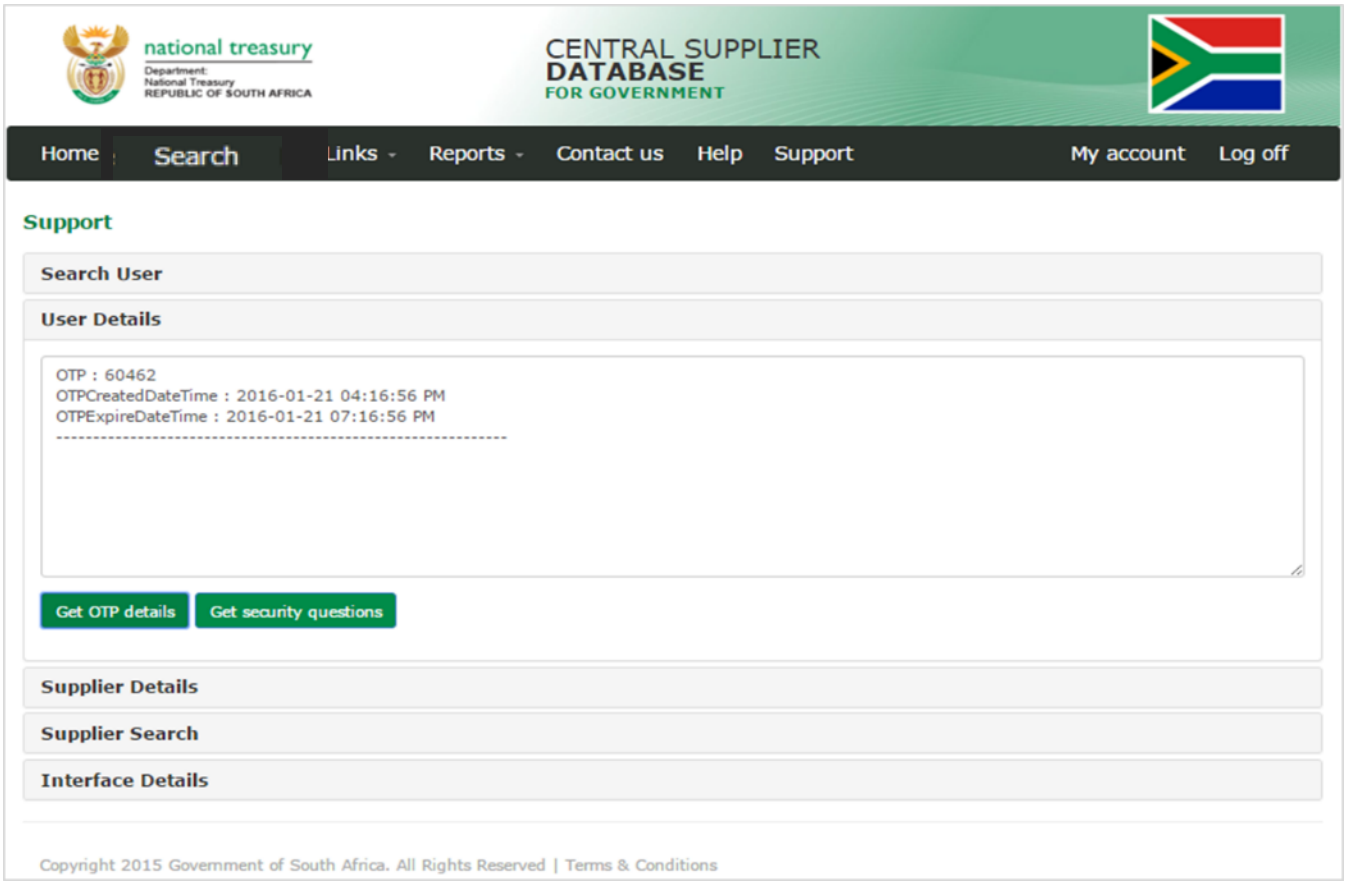

Figure 5 – Get OTP details

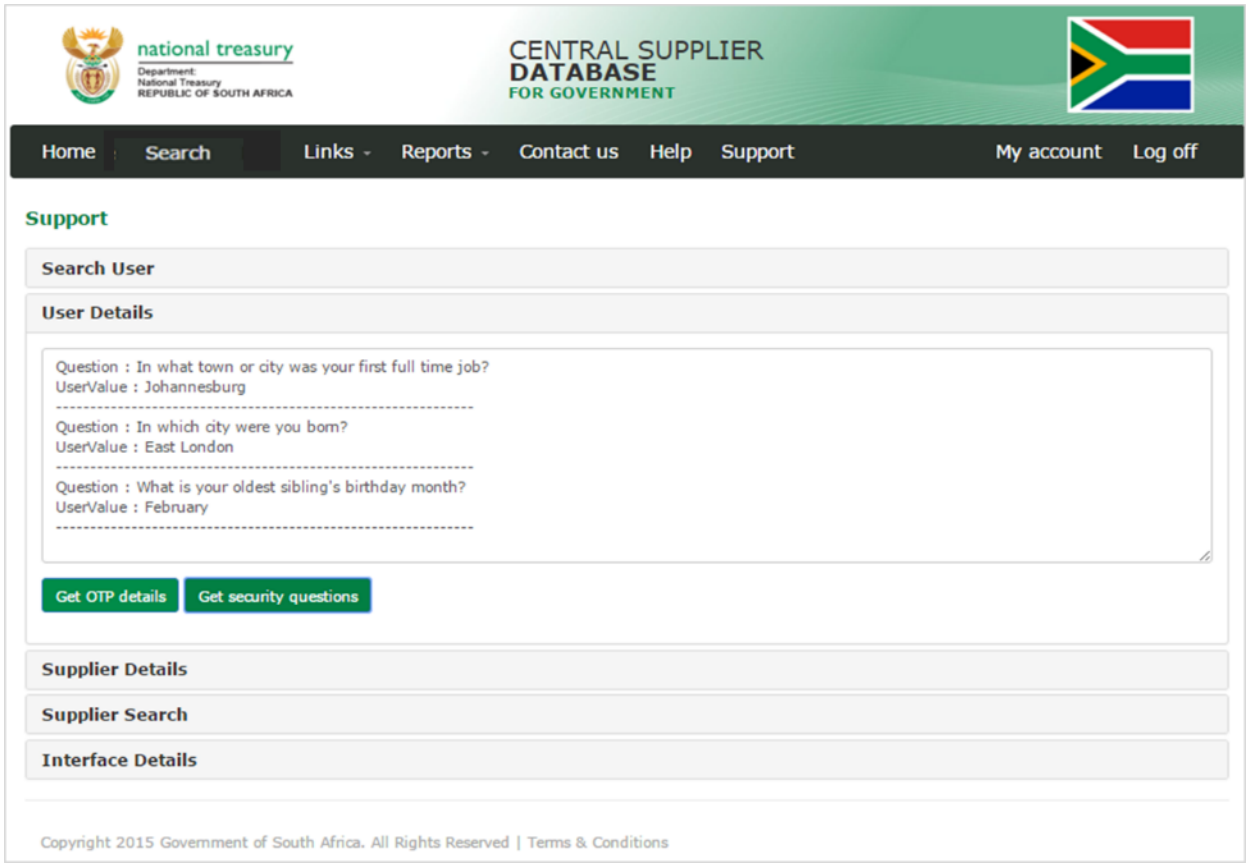

Figure 6 – Get security questions

4.2. Supplier Details

The purpose of the Supplier details section is to display the supplier details linked to the user.

Actions:

1. Click on **Supplier Details**
   - A list will display of the supplier details linked to the user
   - **No data to display** indicates the user is not linked to supplier details
2. Click on the supplier detail record
   - Information of the supplier will display in the section on the right as well as the contact information linked to that supplier

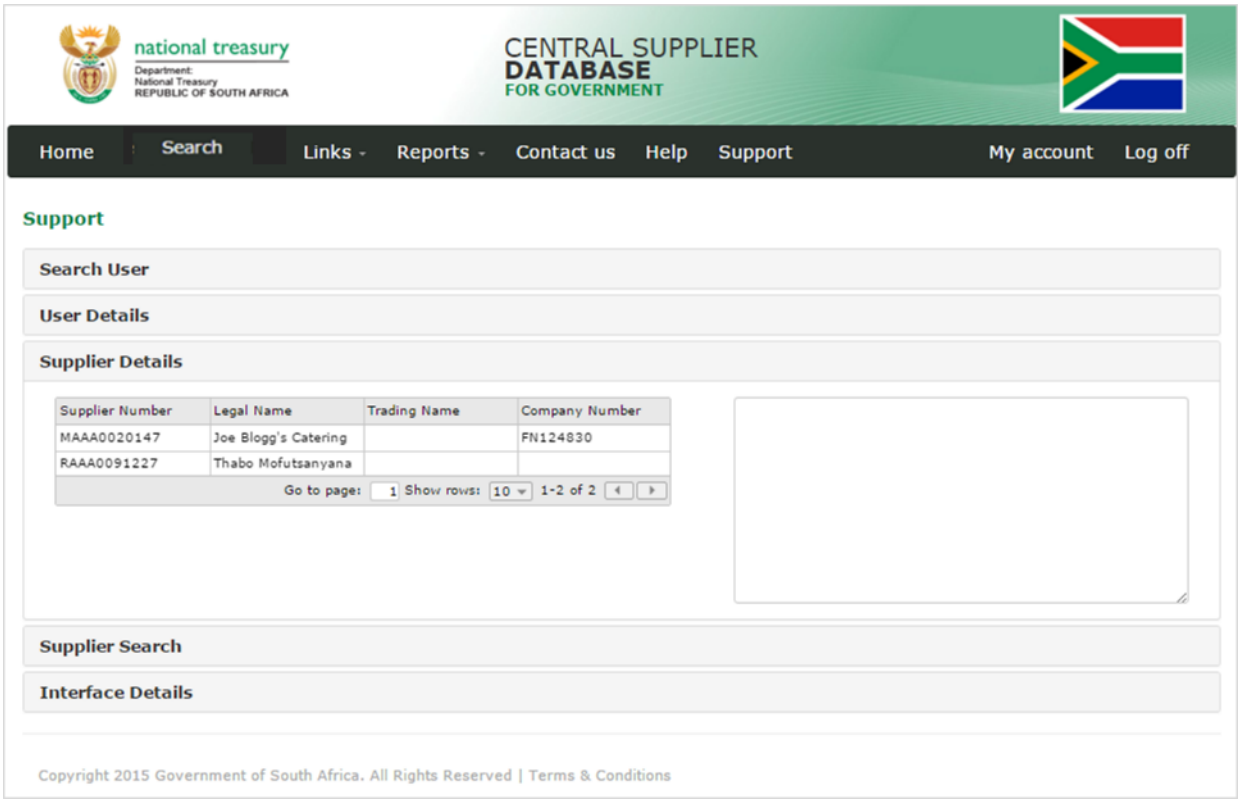

Figure 7 – Supplier details

4.3. Supplier Search

This section allows a search to be done on a supplier detail

Actions:

1. Click on **Supplier Search**
2. Search for a supplier using a value. Supplier name e.g. Joe Blogg Catering Company registration number e.g. 2001/33333/0000 or Supplier identification number
   If a match is found the search results will display

4.4. Interface Details

This sections allows the users to see if the CSD interfaces are working successfully

Actions:

1. Click on **Interface Details**
   - A **green tick** icon indicates the interface is working successfully
   - A **red cross** icon indicates the interface is not working successfully and the user should try again later

Actions:

- **CIPC Enterprise** – Indicates if the CIPC verification of a CIPC company registration number on the Identification screen is working
- **CIPC Directors** – Indicates if the CIPC verification of Directors/Members of a CIPC company on the Directors/Membership screen is working
- **SARS** – Indicates if SARS verification of tax information on the Tax screen is working
- **BAS** – Indicates is the Check Digit Verification (CDV) check on a bank account number is working
- **DHA** – Indicates if Department of Home Affairs verification of a South African ID number verification is working

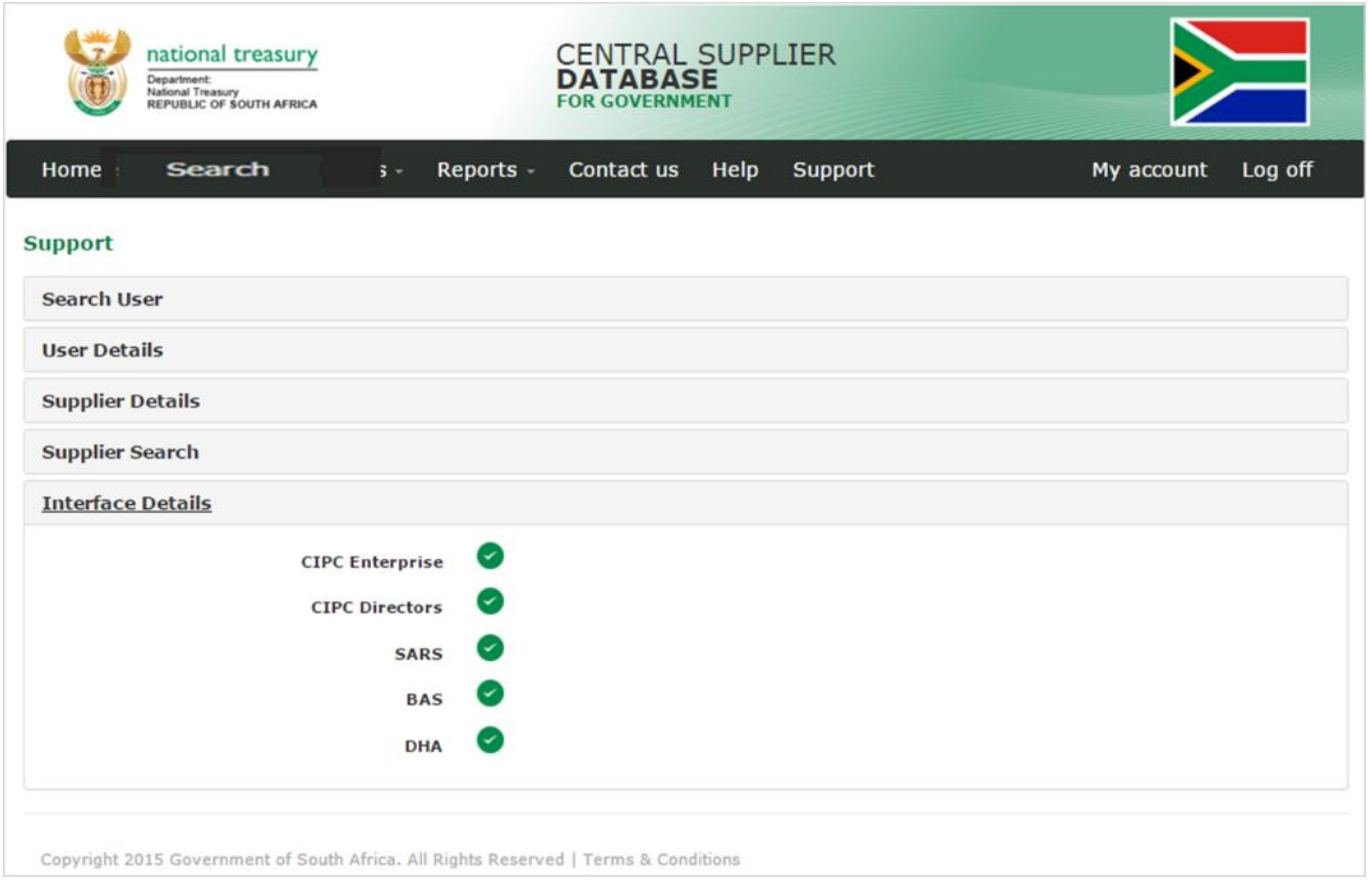

Figure 8 – Interface details

5. Contact details

Contact National Treasury for further clarity on the process on business.support@csd.gov.za