



CENTRAL SUPPLIER
DATABASE
FOR GOVERNMENT

CSD Support Tool User Guide

Table of Contents

1.	Introduction.....	2
2.	Access to the CSD.....	2
3.	Typographical conventions and icons.....	2
4.	CSD Search Functionality Onboarding Approach	2
5.	On-board onto the CSD as a primary user	3
6.	Activate account.....	3
7.	Log-in	5
8.	Edit account details.....	8
9.	Maintain organ of state users	9
10.	Search for suppliers.....	12
11.	Am I registered?.....	14
12.	Reports.....	18
13.	Contact details	20



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1. Introduction

The purpose of this document is to serve as a reference guide on how the approved Central Supplier Database (hereafter CSD) primary and secondary users in the Supply Chain Management (SCM) division of an Organ of State to search for potential suppliers.

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. Typographical conventions and icons

The typographical conventions used in this document are illustrated in the table below:

Convention / Icon	Object or term	Example
Bold	Button, link, message wordings or tab on screen or toolbar	Click on Log in
 Note	Look out for important information.	A password must contain a minimum of 8 characters and include a capital letter, a lower case letter, a number and a special character

4. CSD Search Functionality Onboarding Approach

The CSD search functionality onboarding approach outlines the process from when the organs of state obtain primary user access to where they can search for verified suppliers on the CSD.

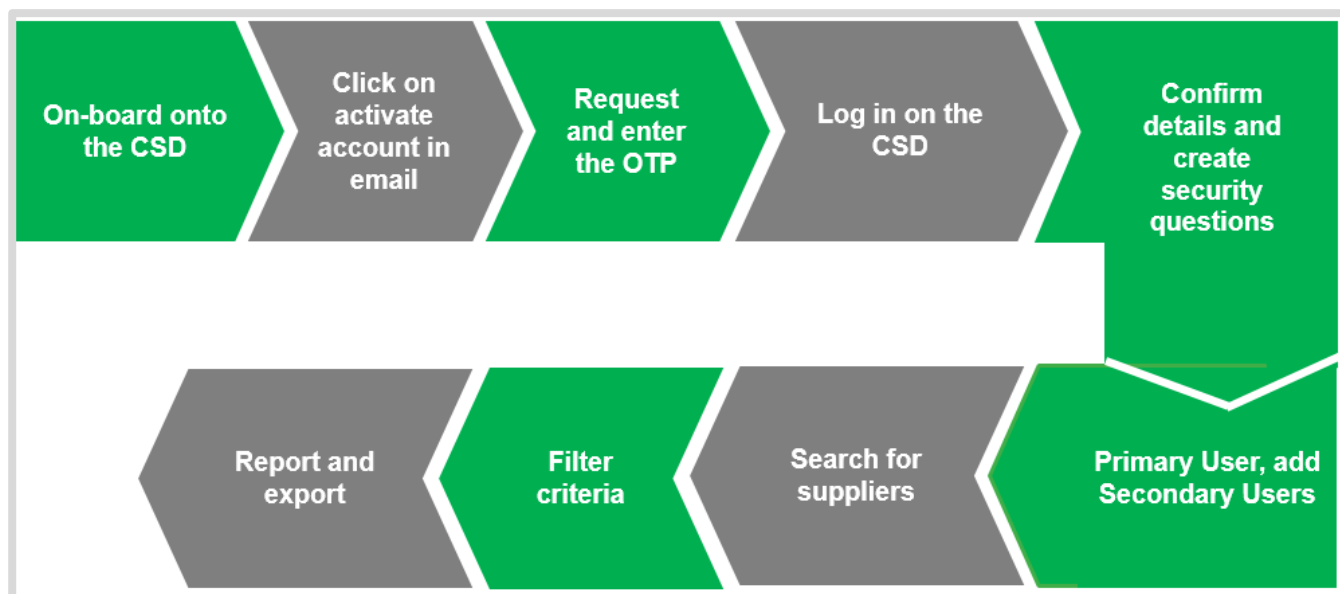


Figure 1 - CSD Search Functionality On-boarding Approach

5. On-board onto the CSD as a primary user

The following section describes the primary user on-boarding process in more detail. Organs of state are required to complete the on-boarding process in order to obtain access to the supplier search function.

Obtaining primary user access involves the following steps:

Actions:

1. Request organ of state **primary user application** form from business.support@treasury.gov.za
2. OCPO office confirms and **approves** the requestor
3. **Business support** returns the primary user application form to the requestor
4. The organ of state completes form and obtains Accounting Officer's approval, the completed form is submitted to business.support@treasury.gov.za
5. CSD support creates the **primary user**

6. Activate account

Once the primary user has been created the account must now be activated. This is done by means of confirming that the e-mail and cellphone details provided are indeed accurate and linked to an individual.

Actions:

1. Open the CSD activation e-mail and click on the **Activate Account** link



2. Click on **Request OTP**



A One Time Pin (OTP) is sent as an SMS to the cellphone number provided in the primary user access form

3. Enter the OTP in the Account Activation screen

4. Click on the **Submit** button

In the event that you do not receive the automatic activation email, you will be required to follow these steps:

Actions:


1. Click on **Log in** on Home page of www.csd.gov.za

2. Click on **Resend account activation e-mail** link in the Login page
User is navigated to the **Activate Account** screen

3. Enter registered e-mail

4. Click **E-mail link** button

NOTIFICATION

CENTRAL SUPPLIER
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Dear Supplier

You have been registered on the CSD system.
Please click the link below to activate your account.

[Activate Account](#)

Please copy and paste the url below to your internet browser if the above link does not work.
<https://test.csd.gov.za/Account/ActivateAccount?U=2a152bf4-45e8-46f7-a270-a6e0ecb7df30&T=30469b00-b0ab-45d3-b337-528a6a6c20ae>

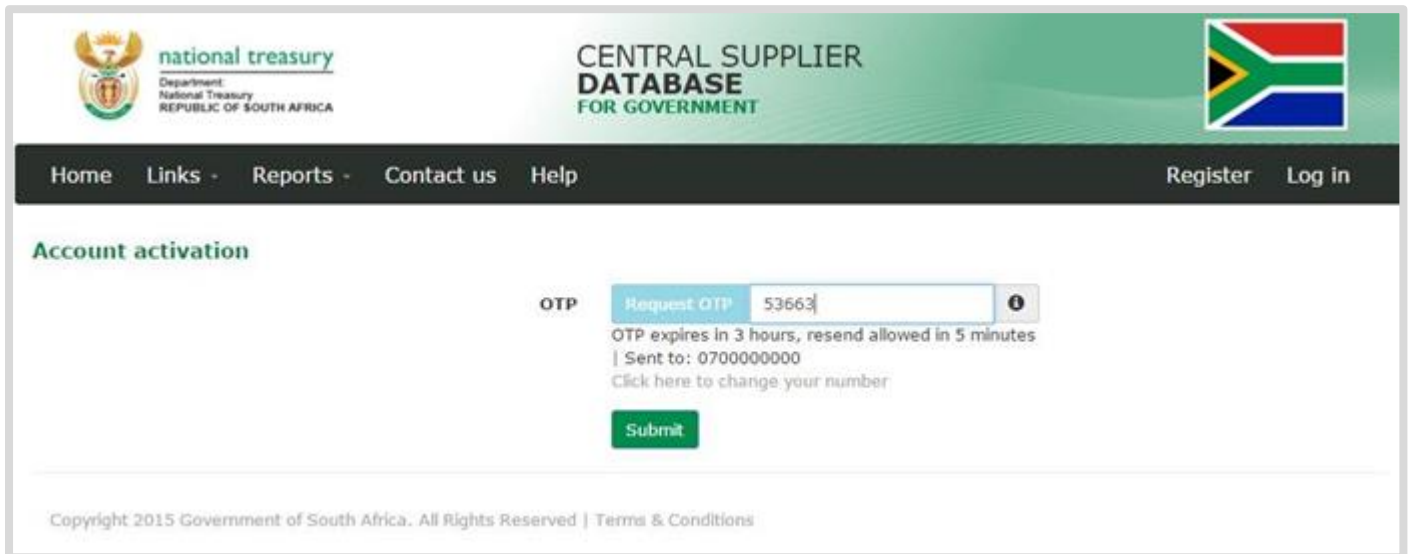
Once your account has been activated, you can use the following password to log in. You will be prompted to change your password after logging in.
Password: **Password26506**

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FOR MORE INFORMATION:
Central Supplier Database Contact Centre

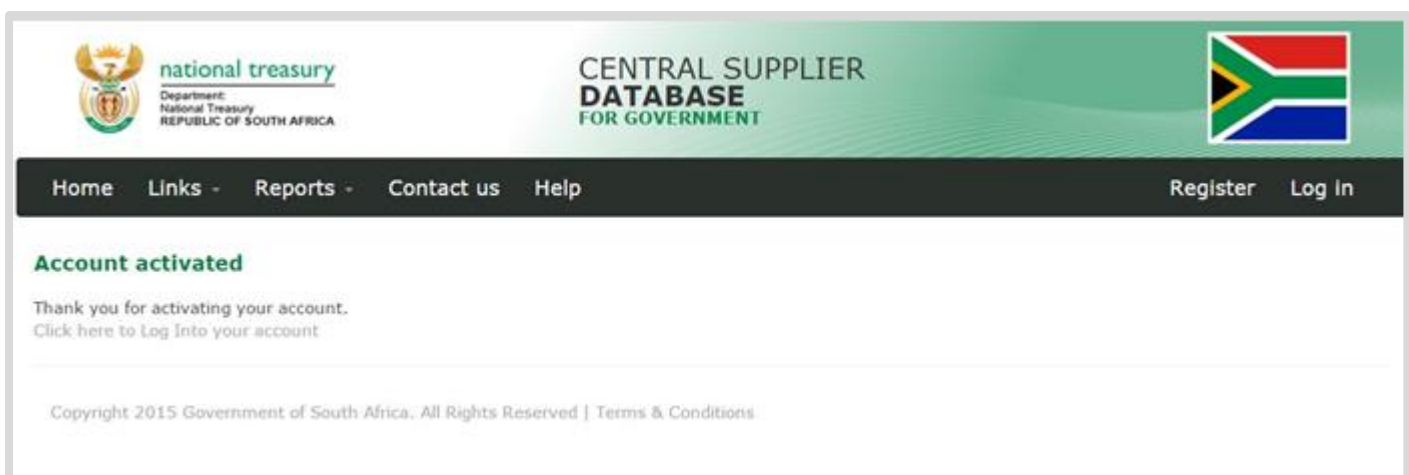
eMail: CSD@treasury.gov.za

Figure 2 – Account activation e-mail



The screenshot shows the 'Account activation' page of the Central Supplier Database for Government. The header includes the National Treasury logo and the South African flag. A navigation bar contains links for Home, Links, Reports, Contact us, and Help, along with Register and Log in buttons. The main content area is titled 'Account activation' and features an OTP (One-Time Password) verification section. It includes a 'Request OTP' button, a text input field containing '53663', and an information icon. Below the input field, it states 'OTP expires in 3 hours, resend allowed in 5 minutes' and 'Sent to: 0700000000'. A link 'Click here to change your number' is provided. A green 'Submit' button is at the bottom of the OTP section. The footer contains the copyright notice: 'Copyright 2015 Government of South Africa. All Rights Reserved | Terms & Conditions'.

Figure 3 – Account activation screen



The screenshot shows the 'Account activated' confirmation page. The header and navigation bar are identical to Figure 3. The main content area is titled 'Account activated' and displays a message: 'Thank you for activating your account. Click here to Log into your account'. The footer also contains the same copyright notice: 'Copyright 2015 Government of South Africa. All Rights Reserved | Terms & Conditions'.

Figure 4 – Account activation message

7. 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 the temporary password provided in the activate account email received
4. Click on **Log in** button




5. Click **I accept** on the terms and conditions d acknowledge all other notifications
6. **Reset** the temporary password

The screenshot shows the login interface of the Central Supplier Database for Government. At the top, there is a header with the National Treasury logo, the text 'national treasury Department: National Treasury REPUBLIC OF SOUTH AFRICA', the 'CENTRAL SUPPLIER DATABASE FOR GOVERNMENT' title, and the South African flag. Below the header is a navigation bar with links: Home, Links, Reports, Contact us, Help, Register, and Log in. The main content area is titled 'Log in'. It contains three input fields: 'Email' with the value 'joeblog432@gmail.com', 'Password' with masked characters, and 'Captcha'. The captcha image displays the characters 'pz68D'. Below the captcha, there is a checkbox labeled 'I accept the Terms and Conditions as published on 2015-08-20 17:11:47'. A green 'Log in' button is positioned below the checkbox. At the bottom of the login section, there are links for 'Forgot password', 'Register as a new user', 'Resend account activation email', and 'Change incorrect email address'. The footer of the page states 'Copyright 2015 Government of South Africa. All Rights Reserved | Terms & Conditions'.


Figure 5 – Log in





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[Home](#) [Links -](#) [Reports -](#) [Contact us](#) [Help-](#) [Account -](#)

Password expired and must be changed

Current password

New password

0

Confirm password

Security question 1

- Select a security question -

Security question 1 answer

Security question 2

- Select the 1st question -

Security question 2 answer

Security question 3

- Select the 1st question -

Security question 3 answer

Reset

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Figure 6 – Password reset and security questions



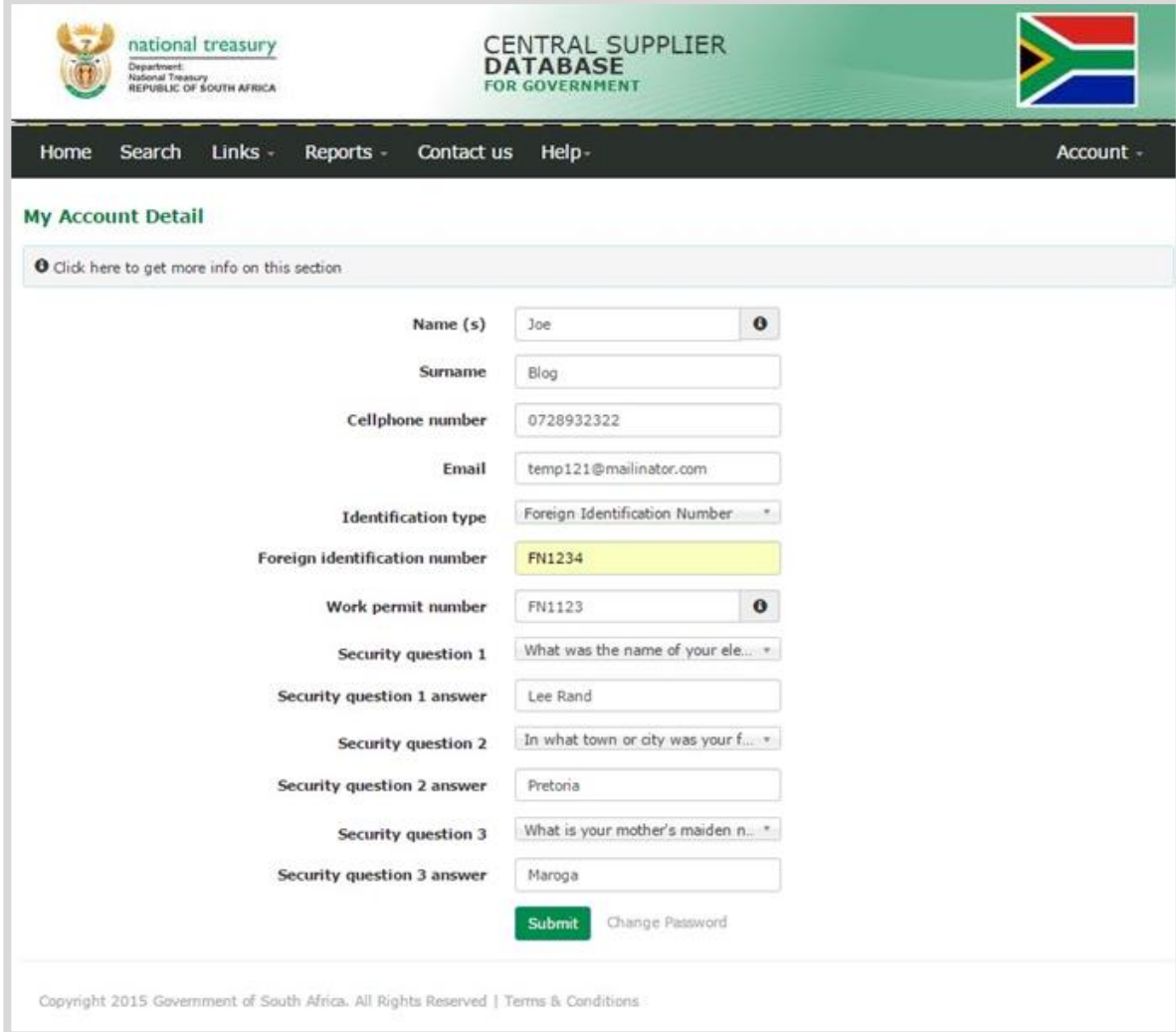
Figure 7 – CSD Landing page

8. Edit account details

Users can make changes to their account details e.g. name, surname, e-mail etc.

Actions:

1. Click on **Account > My Account** on the Landing page
 - The information of the user that is logged in will be displayed
2. Edit any of the fields and create security questions
3. Click on **Submit**
 - A message will display saying *Account details updated successfully*



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**CENTRAL SUPPLIER
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Home Search Links - Reports - Contact us Help - Account -

My Account Detail

Click here to get more info on this section

Name (s) Joe ⓘ

Surname Blog

Cellphone number 0728932322

Email temp121@mailinator.com

Identification type Foreign Identification Number ▾

Foreign identification number FN1234

Work permit number FN1123 ⓘ

Security question 1 What was the name of your ele... ▾

Security question 1 answer Lee Rand

Security question 2 In what town or city was your f... ▾

Security question 2 answer Pretoria

Security question 3 What is your mother's maiden n... ▾

Security question 3 answer Maroga

Submit Change Password

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Figure 8 – My account details




9. Maintain organ of state users


An organ of state primary user can add and maintain organ of state officials' roles. Only the primary user has this functionality. Depending on the function a government official fulfils in the OoS, the official will utilise the CSD for different reasons as described below:

Function	Reason	Role
SCM Practitioner	Search for potential suppliers that can deliver goods and services to their organisation.	OoS Primary or Secondary User
SCM Practitioner	Support suppliers to register on the CSD. The SCM practitioner can utilise the support tool in this process.	Supplier Support Support View OTP

Personnel who support SCM systems	Obtain supplier information to be consumed by the OoS' SCM systems.	OoS System Access* <i>*System users will have access to the CSD bulk files and real-time XML services.</i>
Personnel who maintain the OoS' information	Register and maintain the OoS' supplier information e.g. contacts, address, bank, tax, etc.	OoS Supplier Main** <i>** Only OoS' that provide goods and services to government will require this role</i>


To grant organ of state officials' roles:

Actions:	
1.	Click on Account and on Manage Organ of State Users
2.	Click on Add User
3.	Enter the details of the organ of state user on the Create an organ of state user page  The Primary user must ensure that the email domain is that of an official address associated with the OoS (e.g. mail@example.gov.za). This is to avoid OoS users being on boarded with web-based email domains like Gmail or other non-governmental accounts. If not, Primary user will be prompted to provide a reason for the difference.
4.	Click the relevant roles e.g. Organ of state secondary user  We recommend that access to the Supplier Support functionality be granted to supply chain practitioners that interact and support suppliers to maintain their information on CSD.
5.	Click Create User
6.	The organ of state user obtains activate account email to activate their account  Business Rules to be considered: <ul style="list-style-type: none"> • Due to segregation of duties, an OoS Primary -, Secondary -, or System Access user should not be the Supplier Main user maintaining supplier details. • An OoS Primary user cannot be an OoS Secondary user. • A warning message will be displayed if an OoS Primary - or Secondary user is also assigned the OoS System Access user role, as they stand the risk of ending one another's sessions.



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Home Search Supplier Details Links - Reports - Contact us Help - Support - Account -

Secondary users for National Treasury - National


[+ Add User](#)

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ABOUT SSL CERTIFICATES

Figure 9 – Secondary user list



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Home Search Supplier Details Links - Reports - Contact us Help - Support - Account -

Create an Organ of State User

[Click here to get more info on this section](#)

Email

Name (s) ⓘ

Surname

Cellphone Number

Identification type

South African identification number

Select email extension mismatch reason

Role (s)

Role Name	Description	
Oos Supplier Main	Default Oos user role to add / edit Oos suppliers	<input type="checkbox"/>
Organs of state secondary user	Organs of state secondary user	<input checked="" type="checkbox"/>
Organs of state system access	Organs of state system access	<input type="checkbox"/>
Supplier Support	General support on user details	<input type="checkbox"/>

Figure 10 – Add secondary user

Effective 24 May 2019 Organ of State (OoS) users that were allocated the Supplier Support role would no longer have the ability to view any one-time-pins (OTPs) and that suppliers not receiving their OTPs were required to follow a new process to obtain assistance. The new process was enhanced effective 7 June 2019 by introducing a new role, Support View OTP. This role enables selected authorised OoS users to view the details of an OTP. For this role to be allocated to an OoS user, the [System Account Application Form](#) needs to be completed with the users details and authorised by the Chief Financial Officer (CFO). The System Account Application Form needs to reflect the official stamp of the OoS and must be accompanied with a copy of the identification document of the person who will be receiving the role. This request should be forwarded to csd@treasury.gov.za by the Primary user of the OoS. The request with supporting documentation will be retained by the CSD team for audit purposes.

OoS should carefully consider to whom they want to allocate the Support View OTP role as this person will have access to sensitive information of a supplier. The person/user with the allocated Support View OTP should also utilise information to his/her disposal with caution. [The following steps should be is actioned with caution when engaging with a supplier who has not received their OTP:](#)

- Confirm that you are speaking to the owner of the cell phone. Do this by asking the person to confirm his/her identification number and to answer the security questions associated to the user role;
- If the person was able to correctly respond to the above, obtain a written request from the supplier to acquire the OTP from the OoS. This request must be accompanied with a copy of their identification number; and
- If the request received reflects the email address, identification number and cell phone number matching the details on the General Support User Details, only then quote the OTP that is displayed via the "Get OTP details" function.

The above-mentioned communication between the supplier and the OoS as well as the supporting documentation should be retained by the OoS for audit purposes. It should be noted that CSD also tracks which user has accessed the Get OTP details function for which supplier. This information will be utilised to investigate possible suspicious activities.

- All CSD user are reminded of the terms and conditions they accepted when they registered on CSD. CSD users are committed to protect supplier information and to only utilise the information for OoS procurement purpose. Refer to the following in the Terms & Conditions:
 - 2.7.1 A primary institutional user or an authorised institutional user may not disclose the supplier information to any person unless as instructed by an organ of state and only to the extent permitted by law.
 - 2.7.4 An organ of state undertakes that the information obtained from the CSD shall be collected, processed and stored in a manner as required by South African law. An organ of state will take all reasonable steps to protect the information submitted by a supplier on the CSD, and will not disclose the information to any person, save for procurement purposes, and also only to the extent permitted or required by law.

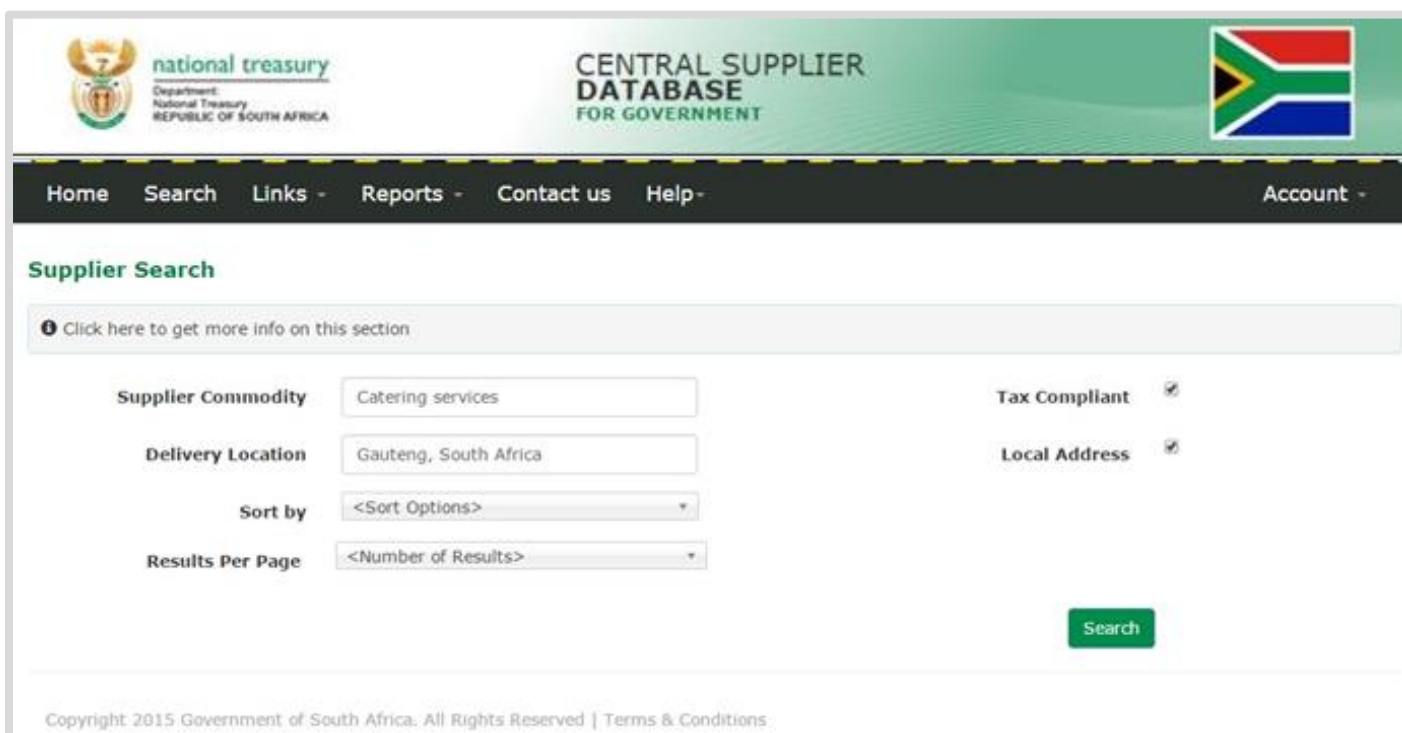
10. Search for suppliers

This section allows the approved CSD primary and secondary users in the Supply Chain Management (SCM) division of an organ of state to search for potential suppliers. The supplier search is driven by four elements – the supplier commodity, delivery location, tax compliant indicator and local address indicator.

To search for a supplier(s), the user needs to action the following steps:

Actions:

1. On the home page, click **Search**
2. Enter the commodity you are looking for
 - The supplier **commodity** field has auto-complete capability. When a minimum of three characters is typed in, a popup with a list of options to select from becomes visible. Select a commodity you want to search on. The commodity may be specified at segment, family, class or commodity level.
3. Enter the **location** where the supplier will need to provide the goods and/or service.
 - The Delivery location field has auto-complete capability. When a minimum of three characters is typed in, a popup with a list of options to select from becomes visible. Select the location you want to search on. The delivery location may be specified at province, municipality, city or suburb level.
4. Use the **Sort by** dropdown to specify which column or field you want your search results to be ordered by.



The screenshot shows the 'Supplier Search' page of the Central Supplier Database for Government. The header includes the National Treasury logo, the database name, and the South African flag. A navigation bar contains links for Home, Search, Links, Reports, Contact us, and Help, along with an Account link. The main search area has a title 'Supplier Search' and a link to get more info. Below this are several input fields: 'Supplier Commodity' (with 'Catering services' entered), 'Delivery Location' (with 'Gauteng, South Africa' entered), 'Sort by' (with '<Sort Options>' selected), and 'Results Per Page' (with '<Number of Results>' selected). To the right of these fields are two checkboxes: 'Tax Compliant' and 'Local Address', both of which are checked. A green 'Search' button is located at the bottom right of the search area. At the very bottom, a copyright notice reads: 'Copyright 2015 Government of South Africa. All Rights Reserved | Terms & Conditions'.

Figure 11 – Supplier search

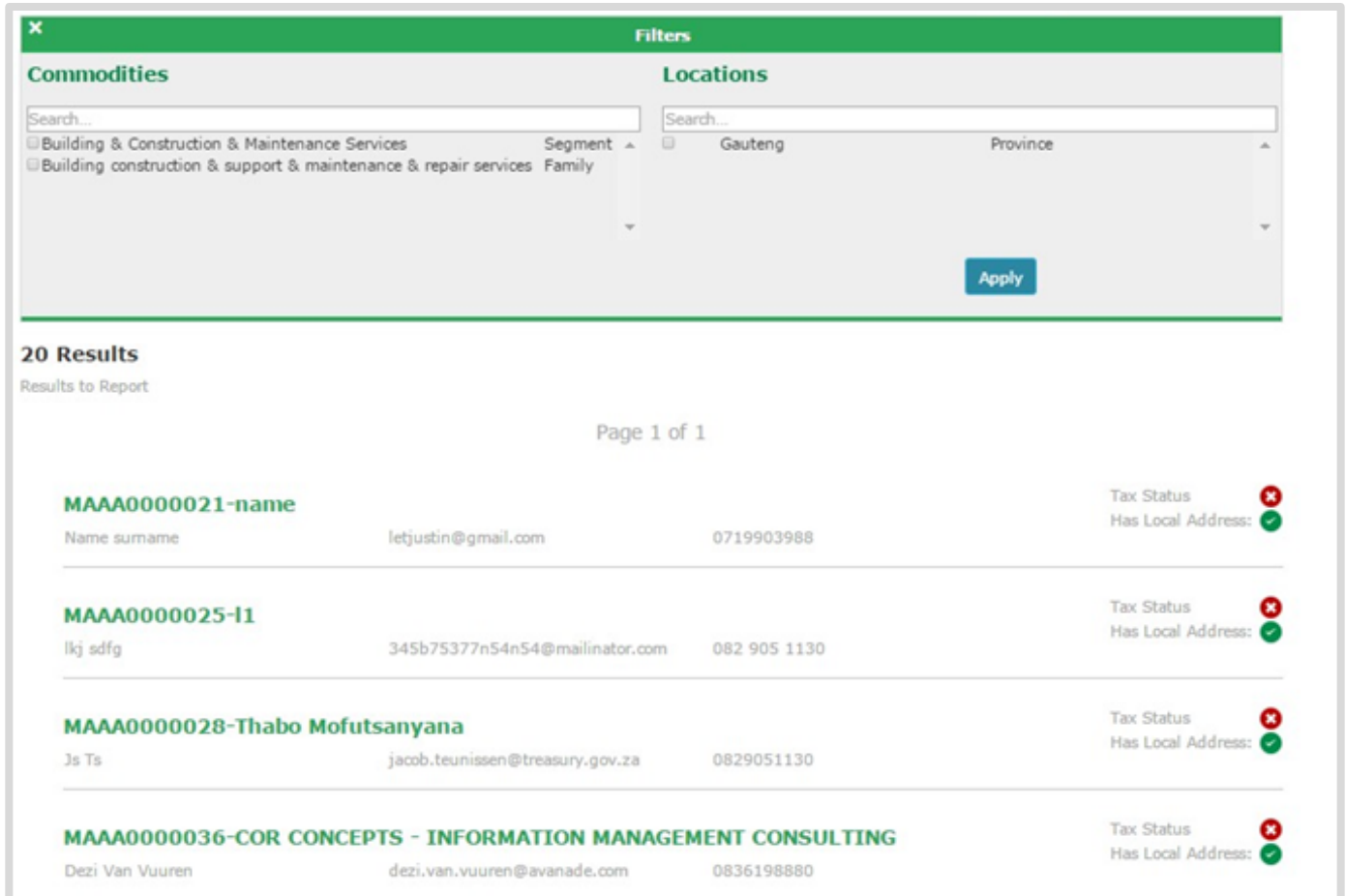
10.1. Filtering the search results

Searching for suppliers using the above fields, might return a wide result set. A maximum of 5000 results is returned and this is randomized with every search. In order to refine the search and reduce the set further, additional filter criteria can be used. The Filters option is separated in two sections namely Commodities and Locations. To refine the search results, action the following steps:

Actions:

1. Click anywhere on the green **Filters** bar to hide/show filter options

2. Use the search box on Commodities section to search for a commodity. Select commodity/ies from the filtered Results.
3. Use the search box on Locations section to search for a location. Select location(s) from the filtered results.
4. Click the **Apply** button to refine the search.



Filters

Commodities

Search...

☐ Building & Construction & Maintenance Services Segment

☐ Building construction & support & maintenance & repair services Family

Locations

Search...

☐ Gauteng Province

Apply

20 Results

Results to Report

Page 1 of 1

MAAA0000021-name			Tax Status: ✖
Name surname	letjustin@gmail.com	0719903988	Has Local Address: ✔
MAAA0000025-I1			Tax Status: ✖
lkj sdfg	345b75377n54n54@mailinator.com	082 905 1130	Has Local Address: ✔
MAAA0000028-Thabo Mofutsanyana			Tax Status: ✖
Js Ts	jacob.teunissen@treasury.gov.za	0829051130	Has Local Address: ✔
MAAA0000036-COR CONCEPTS - INFORMATION MANAGEMENT CONSULTING			Tax Status: ✖
Dezi Van Vuuren	dezi.van.vuuren@avanade.com	0836198880	Has Local Address: ✔

Figure 11 – Supplier search results

11. Am I registered?

This section outlines how the 'Am I registered?' screen can assist in verifying if a supplier is registered on the Central Supplier Database (CSD). This is indicated by the registration status. A user can search for the registration status of a supplier using some of the information linked to the supplier. If the search value matches one of the CSD supplier records, the search functionality will display all the results.

Actions:

1. Click **Help** on www.csd.gov.za
2. Select **Am I Registered?**

3. Enter a value

Any one of the following can be used to search for a supplier (the full value must be provided, unless stated otherwise):

- Legal name
- Trading name
- Supplier application reference number
- South African identification number
- South African company registration number
- South African trust registration number
- Foreign identification number
- Foreign passport number
- Foreign company registration number
- Foreign trust registration number
- Work permit number
- International securities identification Number



Partial value for legal name and trading name is allowed

5. Click on **Search**

- If the search value matches the supplier information on one of the CSD records. This will display the Supplier Number, Legal Name, Trading Name (if relevant), Request Status, Active or not, Reports and Registration Status of the supplier.

6. The Request status will be one of two options:


- **Data Converted** indicates that supplier information was migrated from an existing Organ of State (OoS) database into the CSD.
- **Self Registered** indicates that the supplier started the CSD registration process from the beginning.



The Request status is only displayed before the supplier information is submitted.


7. The Registration Status is indicated by three icons:

- **Registered** indicates the supplier is successfully registered on the CSD.
- **In progress** indicates the supplier has started the registration process and has not completed it. The user must log into their CSD account, ensure that all the information is complete and click on Submit on the Overview screen.
- **Not registered** indicates the supplier is not registered on the CSD. To register, the user must ensure a CSD account is created. Once created, the user can log into the CSD to complete the supplier information.



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[Home](#)
[Search](#)
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[Help-](#)
[Support](#)
[Account -](#)

Welcome,

Welcome to the Central Supplier Database for the South African government. Here you are able to add, view or make changes to supplier information to ensure accurate, up-to-date and complete information. Click on Supplier Details to add, view or make changes to supplier information.

Click on Suppliers Details to add, view or make changes to supplier information.

Click on Registration Summary report to obtain verified supplier information.

Click on Action Log report to obtain a history of all changes by the user and the system to supplier information.



SUPPLIER DETAILS



REGISTRATION SUMMARY
report




ACTION LOG
report

[vHome/RegistrationCheck](#)


Figure 12 – Help. Am I Registered?





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Search Supplier

trading

Captcha

BhabX

Type the characters above into the field below

BhabX

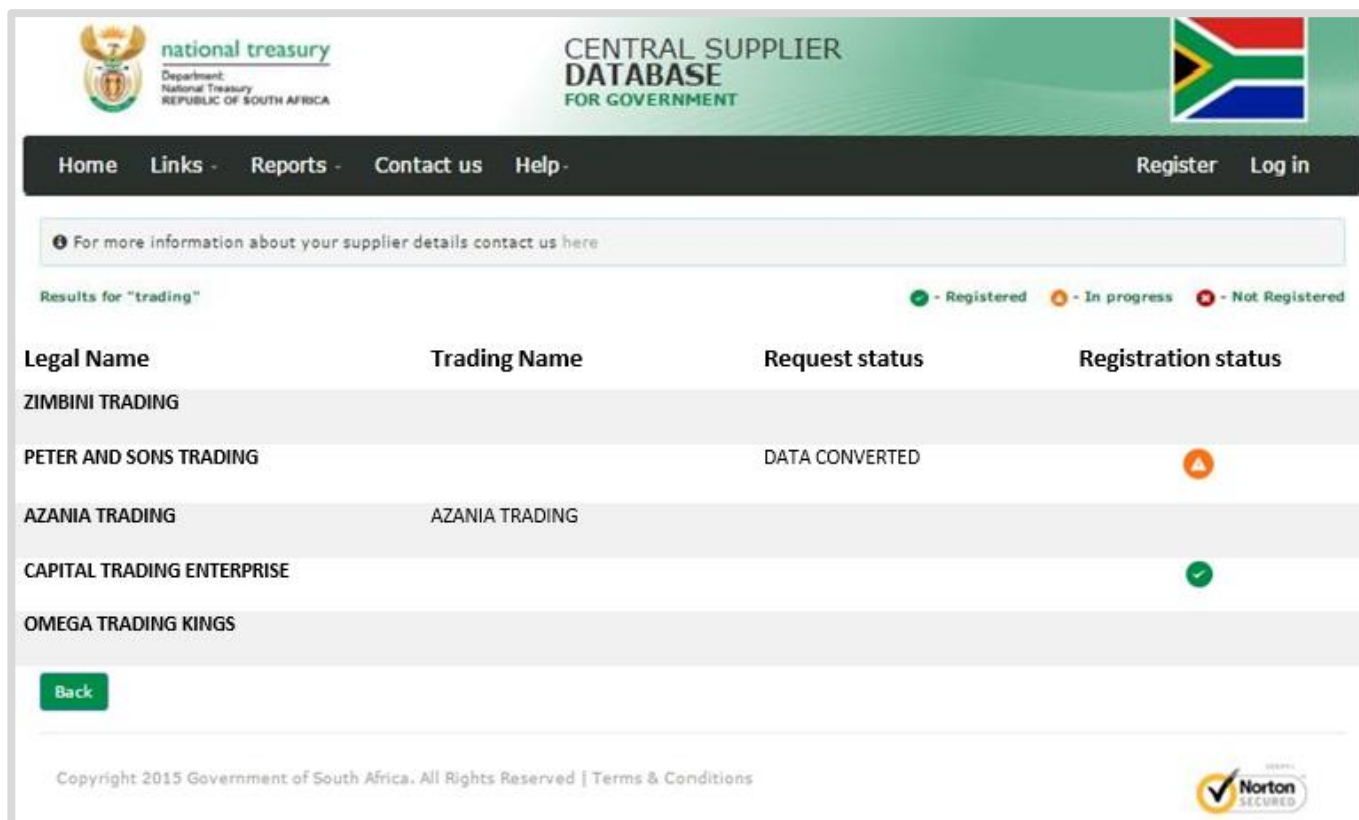
 



Search

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Figure 13 – Capture search value



Legal Name	Trading Name	Request status	Registration status
ZIMBINI TRADING			
PETER AND SONS TRADING		DATA CONVERTED	
AZANIA TRADING	AZANIA TRADING		
CAPITAL TRADING ENTERPRISE			
OMEGA TRADING KINGS			

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Figure 13 – Am I registered search results.

12. Reports

The purpose of the registration report is to provide a summary of supplier information. It only displays the information that has been submitted. It is important to note that Non-South African bank information, Accreditation information and B-BBEE information requires manual verification by the Organ of State. A supplier report will only show sub-sets (e.g. Accreditations etc.) of information applicable to, and completed by the supplier. In order to view supplier information, three reports are available from the search results screen: CSD Registration Report, CSD Registration Summary Report and Supplier List Report.

Actions:

1. To obtain the **CSD Registration Report** or **CSD Registration Summary Report**, click on the respective icons next to the supplier record in the search result list.
2. To obtain the **Supplier List Report** that contains a list of suppliers that were returned by the search (by commodity and delivery location), click on the **Results to Report** link in the search result list.



1 of 1100%Find | Next

CENTRAL SUPPLIER
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Report Date:
26 Jan 2016 10:05:31 AM

Unique Registration Reference Nr:
04D72C28-0AD6-4EBB-B2CF-832B6713C725

CSD REGISTRATION SUMMARY REPORT

SUPPLIER IDENTIFICATION	
Supplier number	MAAA0000361
Allow associates?	Yes
Supplier type	Individual
Supplier sub-type	Individual
Legal name	legal name
Identification type	South African Identification Number

South African identification number	
Government breakdown	Individual
Industry classification	Agriculture, forestry and fishing
Business status	No Status
Country of origin	South Africa
Registration date	1900-01-01 12:00:00 AM

PREFERRED CONTACT	
Contact type	Administration
Name(s)	Ja Te
Identification type	South African Identification Number
South African identification number	

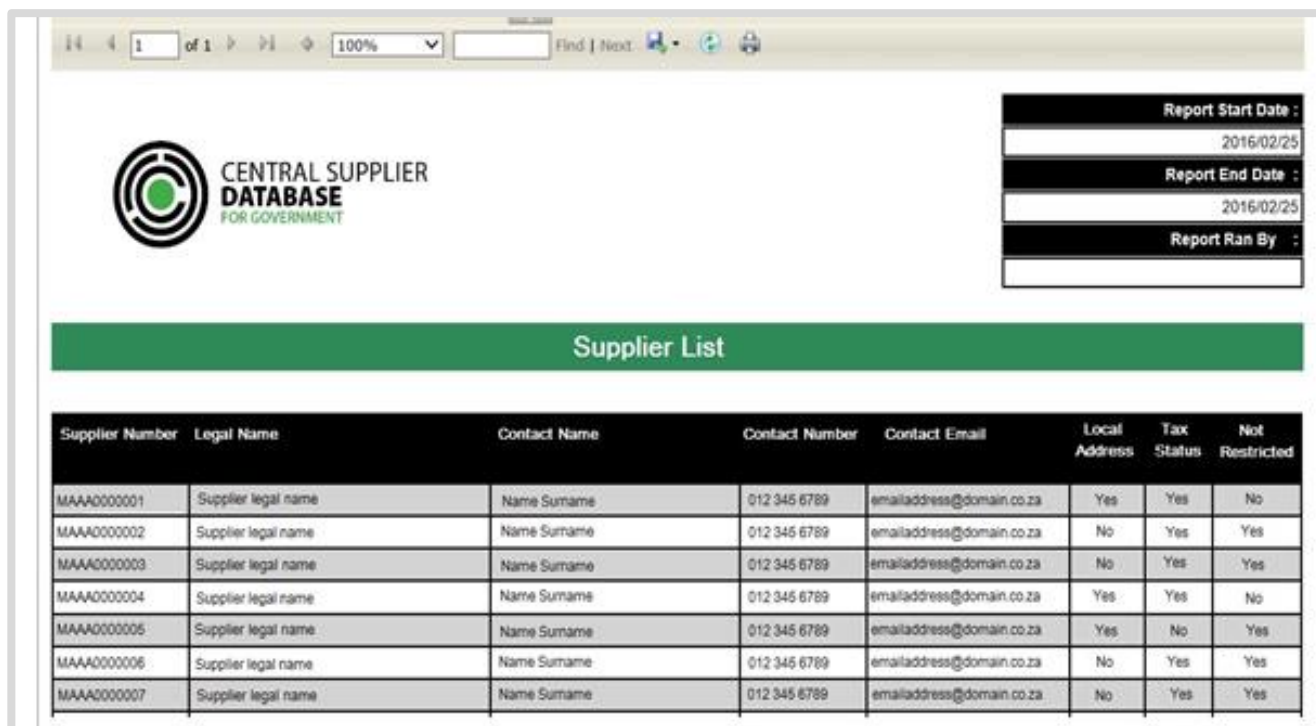
Prefer communication via email	Yes
Email address	
Cellphone number	

PREFERRED ADDRESS	
Address type	Physical
Address line 1	address line 1
Address line 2	address line 2

Postal code	000000
Country	Serbia

PREFERRED ACCOUNT	
Account type	Current Accounts
Branch name	NEDBANK MONTANA PRETORIA

Figure 14 – Supplier Registration Summary report



The screenshot shows a web application interface for the Central Supplier Database. At the top, there is a navigation bar with a search bar, a 'Find' button, and a 'Next' button. Below the navigation bar, the 'CENTRAL SUPPLIER DATABASE FOR GOVERNMENT' logo is displayed on the left. On the right, there is a report configuration section with three rows: 'Report Start Date' (2016/02/25), 'Report End Date' (2016/02/25), and 'Report Ran By'. Below this, a green header bar reads 'Supplier List'. The main content area contains a table with 8 columns: Supplier Number, Legal Name, Contact Name, Contact Number, Contact Email, Local Address, Tax Status, and Not Restricted. The table lists 7 suppliers with placeholder data.

Supplier Number	Legal Name	Contact Name	Contact Number	Contact Email	Local Address	Tax Status	Not Restricted
MAAA0000001	Supplier legal name	Name Surname	012 345 6789	emailaddress@domain.co.za	Yes	Yes	No
MAAA0000002	Supplier legal name	Name Surname	012 345 6789	emailaddress@domain.co.za	No	Yes	Yes
MAAA0000003	Supplier legal name	Name Surname	012 345 6789	emailaddress@domain.co.za	No	Yes	Yes
MAAA0000004	Supplier legal name	Name Surname	012 345 6789	emailaddress@domain.co.za	Yes	Yes	No
MAAA0000005	Supplier legal name	Name Surname	012 345 6789	emailaddress@domain.co.za	Yes	No	Yes
MAAA0000006	Supplier legal name	Name Surname	012 345 6789	emailaddress@domain.co.za	No	Yes	Yes
MAAA0000007	Supplier legal name	Name Surname	012 345 6789	emailaddress@domain.co.za	No	Yes	Yes

Figure 15 – Supplier List report

12.1. Saving reports

All CSD reports offer the user the ability to export the report to various formats (pdf, excel, csv, html) for further use.

Actions:

1. Click the **Save** icon at the top of the report (next to Find and Next)
2. Save in the format of choice for further use

13. Contact details

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