MITSMED-ICSF

Registration of Business (Defensive Name)

User Guide

Version 1.000

Prepared by Ecquaria Technologies Pte Ltd

Document Acceptance

ICSF REGISTRATION OF BUSINESS (DEFENSIVE NAME) USER GUIDE APPROVAL FORM

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This ICSF Registration of Business (Defensive Name) User Guide (Version 1.0) is prepared by: ICSF Implementation Team and endorsed by:

_____   <u>28 March 2019</u>
Mr   Soh Chze Keong   Date
Project Manager, Ecquaria Technologies Pte Ltd

This ICSF Registration of Business (Defensive Name) User Guide is approved by:

_____   _____
Ms.   Angela Dau Pretorius   Date
Ministry of Industrialization, Trade and SME Development Deputy Director

About this Document

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Table of Contents

1   Overview

This document provides a step-by-step guide to the usage of the "Registration of Business (Defensive Name)" e-service under the BIPA agency in ICSF. A Sole Proprietorship, or Defensive Name, is a one-man business, owned and managed by one individual.

You will be able to utilise this service to register a sole proprietorship with BIPA using a pre-approved business name.

Note that you should have already completed the "Name Reservation" e-service and obtained approval, or in-principle approval, for a business name before accessing this e-service.

2   Accessing the e-service

First, log in to the Citizen Centre.

From the landing page, select the "Digital Services" dropdown menu in the top banner and click on the "Registration of Business (Defensive Name)" option.
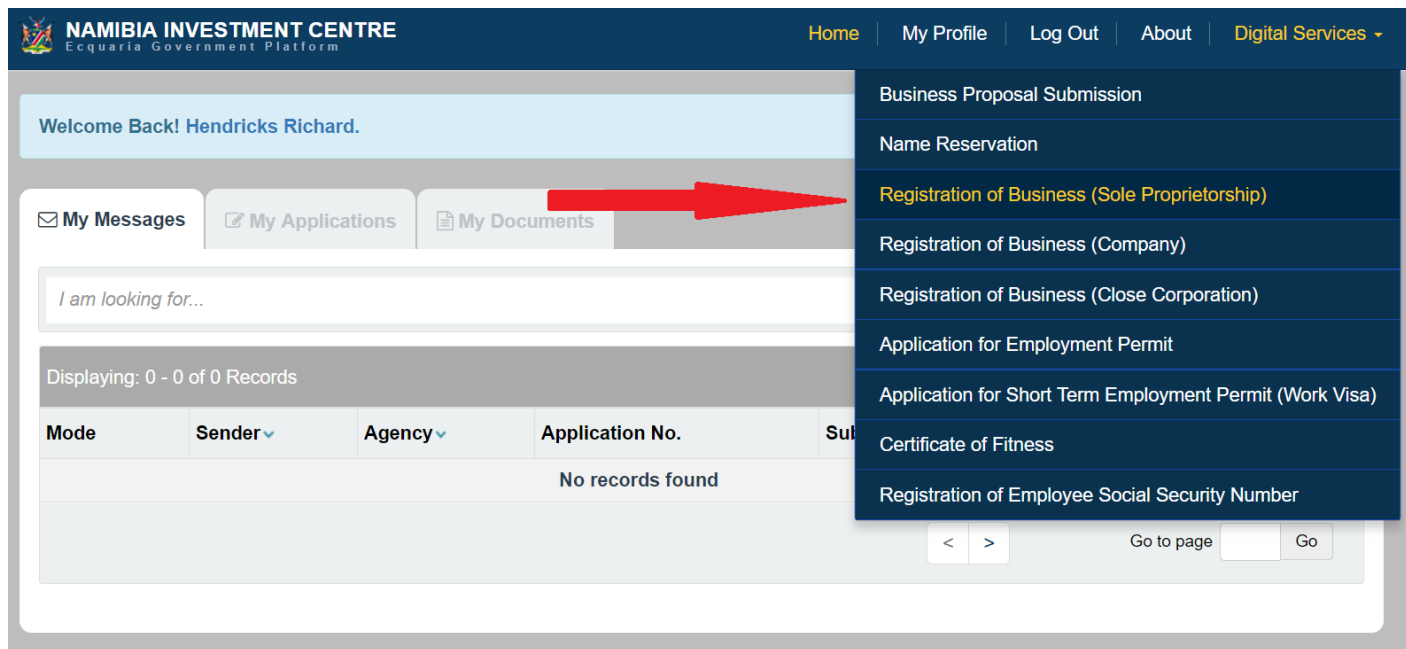

Figure 2.1: Accessing the e-service from the Citizen Centre

3   Application process

3.1   Service Description page

The first page of the e-service is the Service Description page. Here, you can get information such as the required documents that has to be prepared in advance, the estimated turnaround time, the service fee and a contact person.

An estimated timeframe for completion will also be provided for your benefit.

Application for Registration of Business (Sole Proprietorship)

Step 1 of 5   Service Description

① Service Description   ② Fill Form   ③ Document Upload   ④ Confirm Page   ⑤ Acknowledgement Page

Application for Registration of Business (Sole Proprietorship)

Description of service

A Sole Proprietorship (Defensive Name) is a one-man business, owned and managed by one individual. Generally, the business carries the name of the owner or trades under a different trade name. This service is only valid for Namibian citizens.

Registration as a Sole Proprietorship (Defensive Name) is only valid for a period of two years and is renewable thereafter.

Required Documents

Please prepare the following documents:

- Copy of ID

Service Turnaround Time

- An acknowledgement letter is sent within 5 working days

Service Fee

A fee of N$250.00 will be applied to each individual registration.

Contact Person

Ms. L N Mulike

Tel: 061 2994455

Email: mulike@bipa.na

Cancel   **Next**

Figure 3.1.1: Service Description page

Once you are ready to proceed, click on the **Next** button at the bottom of the page.

3.2   Fill Form page

In this page, you are required to input the application information into the respective form fields. Fields that are marked mandatory must be filled, else the application would not be able to proceed.

The form is divided into 3 sections:
1. Applicant Information
2. Addresses of Defensive Name (Registered & Postal)
3. Business Information

3.2.1   Applicant Information

The "Applicant Information" section contains fields on your basic information.

Most of these fields would have been pre-populated based on your profile information, if available.

Figure 3.2.1.1: Applicant Information section

Field	Description
Surname	Surname of applicant
First Name	First name of applicant
Gender	Gender of applicant
Identity Number	Identity number of applicant
Date of Birth	Date of birth of applicant
Mobile Number	Mobile number of applicant
Email Address	Email address of applicant

3.2.2   Addresses of Defensive Name (Registered & Postal) section

In this section, you are required to input the registered and postal address of your defensive name.

The addresses of a defensive name can only be a local Namibian address.

Registered Address (Defensive Name)

House No./Flat No./Building Name *	20
Street Name *	Bahnhof Street
Erf	
Suburb *	Windhoek Central
City/Town *	Windhoek
Postal Code	

Postal Address (Defensive Name)

Type *	◉ PO Box ○ Private Bag
No. *	1
Suburb *	Windhoek Central
City/Town *	Windhoek
Postal Code	

Figure 3.2.2.1: Addresses of Sole Proprietorship section

Field	Description
Registered Address (Defensive Name)	
House No./Flat No./Building Name	Number of house/flat and building name, if applicable
Street Name	Name of the roadway/lane/avenue
Erf	Erf of the location
Suburb	Name of the suburb in the city/town
City/Town	Name of the city/town in Namibia
Postal Code	Postal code of the location
Postal Address (Defensive Name)	
Type	Specify whether the postal address is a PO Box or Private Bag
No.	Number of PO Box or Private Bag
Suburb	Name of the suburb in the city/town
City/Town	Name of the city/town in Namibia
Postal Code	Postal code of the location

3.2.3   Business Information

The final section in this form is the Business Information section, where you formally indicate your desire to register your business as a defensive name.

You are required to select an option in the "Name to be Registered" field. The dropdown menu here will be pre-populated with the business names that you had previously sought, and obtained, approval for in the "Name Reservation" e-service.

Upon selecting a business name, a few of the following fields – "Category of Business", "Nature of Business", "Reasons for Registration" – will be automatically populated based on the information that you had input in your application form for this specific business name in the "Name Reservation" e-service. Note that the fields are no longer editable here.

Thereafter, there are only 2 remaining fields that pend your input – "Translation of Name, if applicable" and "Collection Mode".

Business Information

Name to be Registered *	-Please Select- ▾
Translation of Name, if applicable	
Category of Business *	-Please Select- ▾
Nature of Business *	-Please Select- ▾
Reasons for Registration *	
Collection Mode *	-Please Select- ▾

Figure 3.2.3.1: Business Information section

The following table describes in detail the purpose of each input field.

Field	Description
Name to be Registered	Name of your sole proprietorship. Dropdown menu is pre-populated based on your pre-approved business names.
Translation of Name, if applicable	Translation of your business name, if it is not in a nationally recognised language.
Category of Business	Industry that your business operates in.

	Field is automatically populated based on your selected business name and is non-editable.
Nature of Business	Specific type of your business' nature. Field is automatically populated based on your selected business name and is non-editable.
Reasons for Registration	Reason behind your intention to set up a sole proprietorship. Field is automatically populated based on your selected business name and is non-editable.
Collection Mode	Desired method of collection for the business registration documents, if your application is approved

Anytime you wish to save your progress and continue your application at a later stage, click on the **Save Draft** button.

Once you are ready to proceed, click on the **Next** button at the bottom of the page.

3.3   Document Upload page

The next step in the application process will be to upload the supporting documents for your application.

There is only one document required for this application – a copy of your ID document. As foreigners are not allowed to set up a sole proprietorship, passports are not accepted.

Registration of Business (Defensive Name)

Step 3 of 5   Document Upload

Service Description   Fill Form   **Document Upload**   Confirm Page   Acknowledgement Page

Copy of ID * :   ☁ Browse Files   *(Only support file type: pdf,png,jpg,jpeg)*

Previous   Next
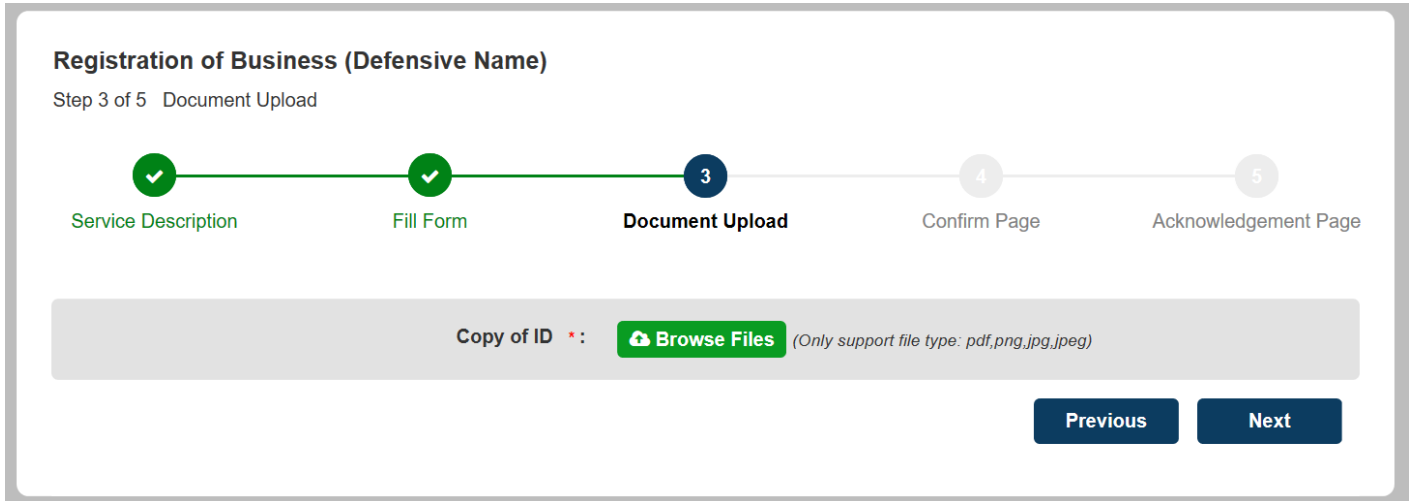
Figure 3.3.1: Document Upload page

Once you are ready to proceed, click on the **Next** button at the bottom of the page.

3.4　Confirmation Page

The Confirmation Page is for you to review all the information that you have entered and to ensure that they are correct and accurate.

If you wish to make any amendments, click on the **Previous** button to be directed back to the Fill Form page.

If you are satisfied with all your input information, check the declaration checkbox. This serves as your legal certification that the application details are true and correct as of your knowledge.

Registration of Business (Defensive Name) - Declaration

☐ I, Josh Okogi, certify that the above particulars are true and correct.

Figure 3.4.1: Declaration checkbox

Then, click on the **Next** button to proceed.

3.5   Acknowledgment Page

After the declaration is made and the [**Next**] button is clicked on the Confirmation Page, the application will be placed into a "holding pool". The final action is to make the requisite payment for the application before it will be formally submitted to the BIPA backend.

The application number displayed on the page can be used to track the status and progress of your application.

Registration of Business (Defensive Name)
Step 5 of 5   Acknowledgement Page

| ✔ Service Description | ✔ Fill Form | ✔ Document Upload | ✔ Confirm Page | ✔ Acknowledgement Page |

✔ Your application has been submitted successfully.   ✖

Acknowledgement

Thank you for your application.

A notification will be sent to you upon update of the application status.

You can view your application details under the 'My Applications' tab in the Citizen Centre.

Application No. :	SP-2019040000002
Payment Description :	APPLICATION FOR REGISTRATION OF DEFENSIVE NAME
APPLICATION FOR REGISTRATION OF DEFENSIVE NAME :	NAD 250.0
Total Amount :	**NAD 250.0**

Make Payment

Figure 3.5.1: Acknowledgment Page

4   Payment process

After the application form is completed, the final action will be to make payment for the application. The payment process can either be:

1. Done immediately after completing the application form – access from the Acknowledgment Page
2. Postponed after completing the application form till a later stage – access from the Citizen Centre

4.1   Accessing the payment service
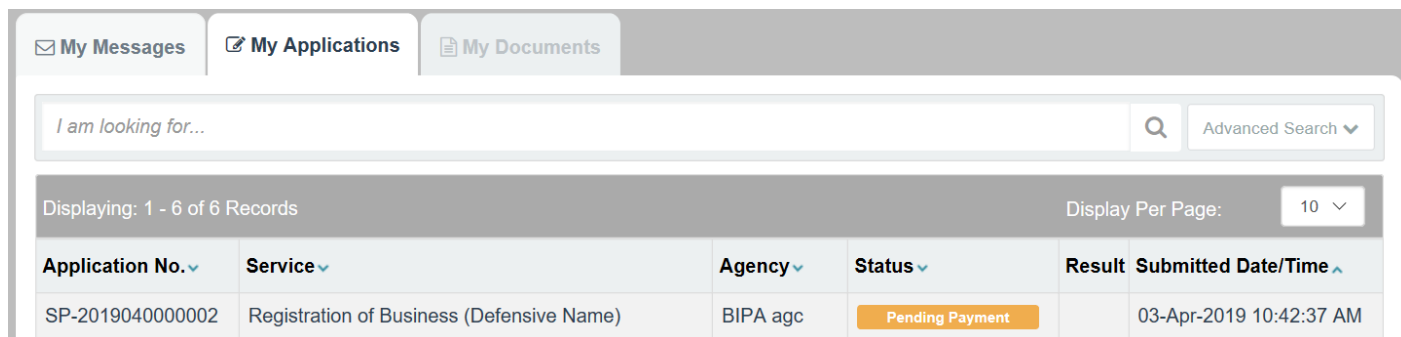
4.1.1   From the Acknowledgment Page

To make payment for the application immediately after completing the application form, you can click on the

Make Payment   button on the Acknowledgment Page as displayed above in Figure 3.5.1.

That will immediately redirect you to the payment service.

4.1.2   From the Citizen Centre

If you had completed the application form portion but decided to continue the payment process at a later stage, you can access and continue your application from the Citizen Centre. It will be displayed with a "Pending Payment" status under the "My Applications" tab.

☑ My Messages	☑ My Applications	☐ My Documents				
I am looking for...					🔍	Advanced Search ⌄
Displaying: 1 - 6 of 6 Records					Display Per Page:	10 ⌄
Application No. ⌄	**Service** ⌄		**Agency** ⌄	**Status** ⌄	**Result**	**Submitted Date/Time** ⌃
SP-2019040000002	Registration of Business (Defensive Name)		BIPA agc	Pending Payment		03-Apr-2019 10:42:37 AM

Figure 4.1.2.1: Application with "Pending Payment" status in the Citizen Centre

Clicking into the application will display the following details page.

Figure 4.1.2.2: Details page of an application with "Pending Payment" status

Clicting the [☑ Edit Application] button will then re-direct you to the payment service.

4.2   Verifying the payment amount

The first page of the payment service contains the application number and the amount to be paid.

Registration of Business (Defensive Name)

Acknowledgement

Application No. :	SP-2019040000002
Payment Description :	APPLICATION FOR REGISTRATION OF DEFENSIVE NAME
APPLICATION FOR REGISTRATION OF DEFENSIVE NAME :	NAD 250.00
Total Amount :	**NAD 250.00**

Next

Figure 4.2.1: Payment Service – Acknowledgement on the payment amount

There is only the manual payment method available. Clicking on the Next button will bring you to a confirmation page, where the transaction reference number is listed.

EFT Payment

⊘Please confirm the payment details.   ✕

Payment Details

Transaction Reference Number	TRANS-201904000003
Item Description	APPLICATION FOR REGISTRATION OF DEFENSIVE NAME
Total	NAD 250.00

Cancel   Confirm

Figure 4.2.2: Payment Service – EFT Payment Confirmation Page

Clicking on the Confirm button redirects you to the next page, where the payment slip is displayed.

You may choose to print out this payment slip and quote it as a reference number while you perform the payment, either via cash or EFT.

Figure 4.2.3: Payment Service – Payment Slip

Clicking the **Next** button ends the flow for the first part of the payment service. At this stage, you will have a payment slip number, which you can quote while making your payment via a cash transfer or EFT.

4.3   Uploading proof of payment

After you make your payment, you should receive a document that verifies the transaction. You are then required to upload this document representing your proof of payment back into ICSF.

Click on the "My Applications" tab in the Citizen Centre. The status of your Sole Proprietorship/Defensive Name registration remains at "Pending Payment".

Figure 4.3.1: Application with "Pending Payment" status in the Citizen Centre

Clicking into the application will display the following details page.

Figure 4.3.2: Details page of an application with "Pending Payment" status

Previously, in Section 4.1**Error! Reference source not found.**, the middle button was a [Edit Application] button.

Now, it is replaced by a [Confirm Payment] button. Clicking on this button will redirect you to the "Update Payment Status" page.

Update Payment Status

Slip No:	2019-BIPAAGC-10000003
Agency Name:	BIPA agc
Merchant ID:	demo-merchant
Service Name:	Registration of Business (Defensive Name)
Transaction Reference No:	TRANS-201904000003
Amount:	NAD 250.00
Method:	- Please Select - ˅
Status:	Paid
Support Document:	[ ] Browse...
Remarks:	[ ]

Cancel   👤 Submit

Figure 4.3.3: Update Payment Status page

In this page, there are 3 fields for you to input:
- Method
  - Select either cash or EFT
- Supporting Document
  - Your bank receipt/other document showing proof of payment
- Remarks
  - Personal remarks regarding your payment

Figure 4.3.4: Sample input in the Update Payment Status page

After filling in the required fields with valid input, click on the **&Submit** button to submit your application to the BIPA backend.

You will be redirected back to the Citizen Centre. Click on the "My Applications" tab to view your application with its updated status of "Pending Approval".

Figure 4.3.5: Application with "Pending Approval" status in the Citizen Centre

5   Following up on your application

After the application is submitted, you can continue to track its progress and status updates in the Citizen Centre.

In the Citizen Centre, navigate to the "My Applications" tab. Your application will be displayed there, along with an accompanying status.

Figure 5.1: "My Applications" tab in the Citizen Centre

Clicking into the application will display the following page.

Figure 5.2: Details of my application

To view the form details that you have input, click on the **☰ View Form** button.
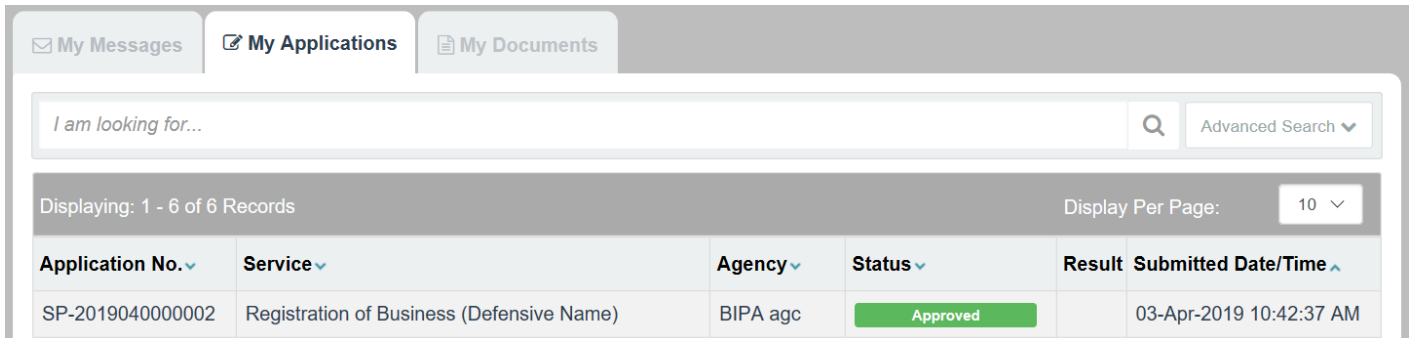
To view the attached documents, click on the **☐ View Documents** button.

Upon a change in the status of your application, you will receive a notification – either via e-mail or post, depending on the selected option in the form.

5.1   Status – Approved

Upon approval of your application, it will be displayed under the "My Applications" tab in the Citizen Centre as follows.
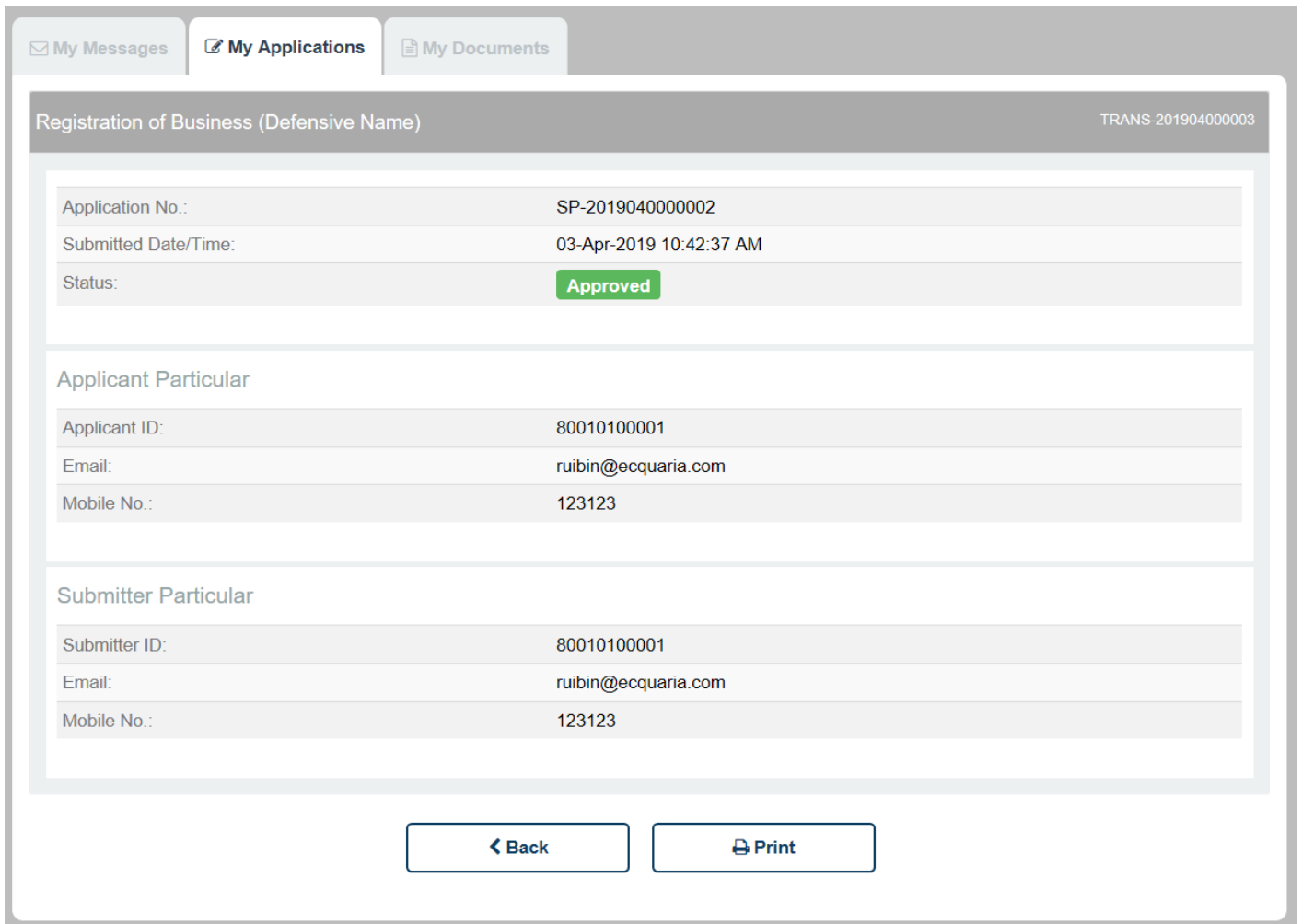
| My Messages | ☑ My Applications | 🖹 My Documents |

I am looking for...   🔍   Advanced Search ⌄

Displaying: 1 - 6 of 6 Records   Display Per Page: 10 ⌄

Application No. ⌄	Service ⌄	Agency ⌄	Status ⌄	Result	Submitted Date/Time ⌃
SP-2019040000002	Registration of Business (Defensive Name)	BIPA agc	Approved		03-Apr-2019 10:42:37 AM

Figure 5.1.1: Application with "Approved" status in the Citizen Centre

Clicking into the application will display the following details page.

| My Messages | ☑ My Applications | 🖹 My Documents |

Registration of Business (Defensive Name)   TRANS-201904000003

Application No.:	SP-2019040000002
Submitted Date/Time:	03-Apr-2019 10:42:37 AM
Status:	Approved

Applicant Particular

Applicant ID:	80010100001
Email:	ruibin@ecquaria.com
Mobile No.:	123123

Submitter Particular

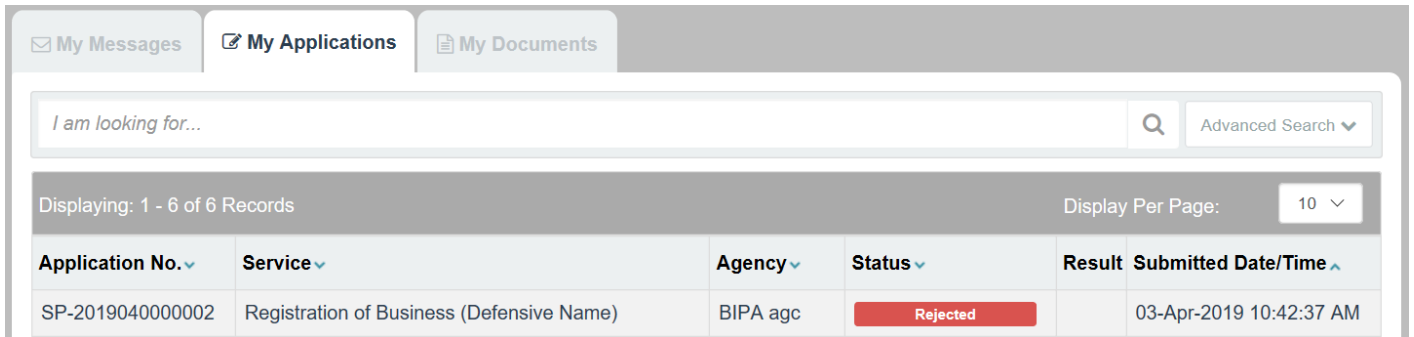| Submitter ID: | 80010100001 |
| Email: | ruibin@ecquaria.com |
| Mobile No.: | 123123 |

‹ Back   🖶 Print

Figure 5.1.2: Details page of an application with "Approved" status

As your application has already been approved, no further action will be required.

5.2   Status – Rejected

If is your application is rejected, it will be displayed under the "My Applications" tab in the Citizen Centre as follows.

Figure 5.2.1: Application with "Rejected" status in the Citizen Centre

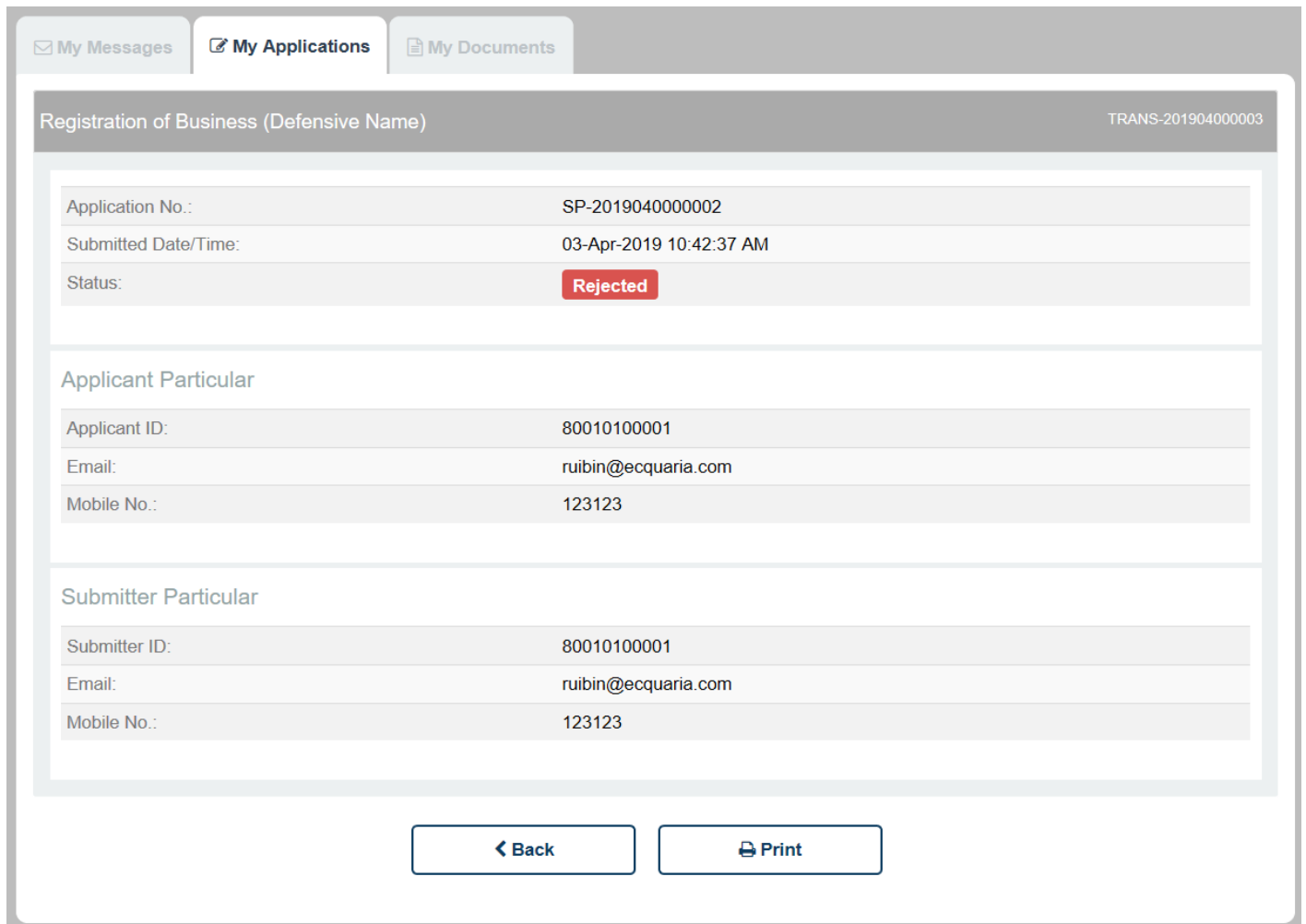Clicking into the application will display the following details page.

Figure 5.2.2: Details page of an application with "Rejected" status

You will also receive an e-mail notification notifying you of your application result. This e-mail will contain the backend officer's comments on why your application has been rejected.

If you wish to re-submit your application, you will have to restart from the beginning.

5.3   Status – Pending Amendment

An application's status can be updated to "Pending Amendment" by the agency staff for a variety of reasons. Some plausible reasons include:
- Insufficient information provided, i.e. request for additional details
- Typo mistakes in the application form
- Any queries the staff might have

The backend officer's comments will be included in your email notification, as well as displayed under the "My Messages" tab in the Citizen Centre. You may refer to the comments for guidance on the specific details to amend.

If is your application is updated with the status "Pending Amendment", it will be displayed under the "My Applications" tab in the Citizen Centre as follows.

☑ My Messages	☑ My Applications	🗎 My Documents				

I am looking for...					🔍	Advanced Search ⌄

Displaying: 1 - 6 of 6 Records   Display Per Page: 10 ⌄

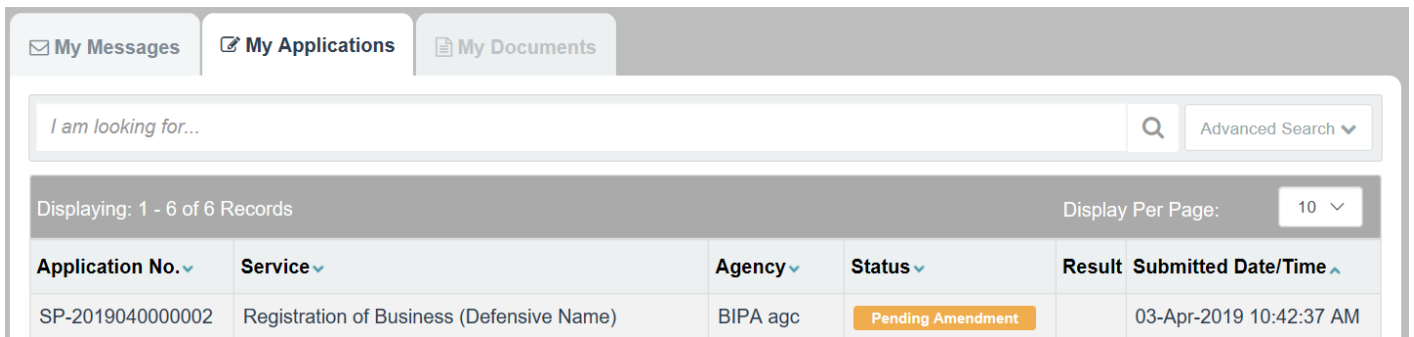| Application No.⌄	Service⌄	Agency⌄	Status⌄	Result	Submitted Date/Time⌃
SP-2019040000002	Registration of Business (Defensive Name)	BIPA agc	Pending Amendment		03-Apr-2019 10:42:37 AM

Figure 5.3.1: Application with "Pending Amendment" status in the Citizen Centre

Clicking into the application will display the following details page.

Figure 5.3.2: Details page of an application with "Pending Amendment" status

To amend the application information, click on the [✎ Edit Application] button. This will bring you back to the Fill Form page as detailed in Section 3.2. Note that the form will already be pre-populated based on the information that you had submitted during the initial application.

Thereafter, you can adopt the same sequence of steps as when you were submitting the application. Input or amend the required details in the Fill Form page, upload the documents in the Document Upload page, verify your input information in the Confirmation Page and finally, send it back again for approval.

The application will then be back at "Pending Approval" status.