

VERSION 0.1



## Trade Marks Certified Extract User Guide

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# 1 Requesting a Certified Extract on IP Online.

To request a certified extract follow the steps blow:-

- Access the IP Online website at [clicking here](#)
- Enter your CIPC customer login credentials.
- Click the “login” button.

The screenshot shows the CIPC Intellectual Property Online website. The header includes the CIPC logo and the text "CIPC Intellectual Property Online" and "South Africa's official portal for IP services". A navigation bar contains links for Home, Trade Marks, Patents, Designs, Copyright, IKS, and Publications, along with a Login button. The main content area is titled "Sign in or create an account" and is divided into three sections: "Sign In", "New Customers", and "Safety and Privacy".

**Sign In**

Username  \* Enter User Name.

Password  \* Enter Password.

[Log in](#)

[Forgotten your password? Reset it.](#)

**New Customers**

Click "Create Account" button below in order to create a CIPC customer account.

[Create Account](#)

**Safety and Privacy**

- ✓ We take your privacy seriously and won't share your personal information in your profile!
- ✓ Transacting with IPOnline is safe and secure. Sensitive information is always encrypted!
- ✓ We're always there to help you out and answer questions. Log queries on CIPC Enquiries.

Annotations: A blue arrow labeled "Step 1" points to the Username field. A blue arrow labeled "Step 2" points to the Password field.

Figure 1: Client fills in the login form

- After logging in, navigate to the **Trade Marks** menu, a drop list will appear.
- From the drop-down list, click the **“Maintenance”** link and submenu will be displayed.
- From the submenu, click on **Certified Extract** as indicated in Figure 2 below.

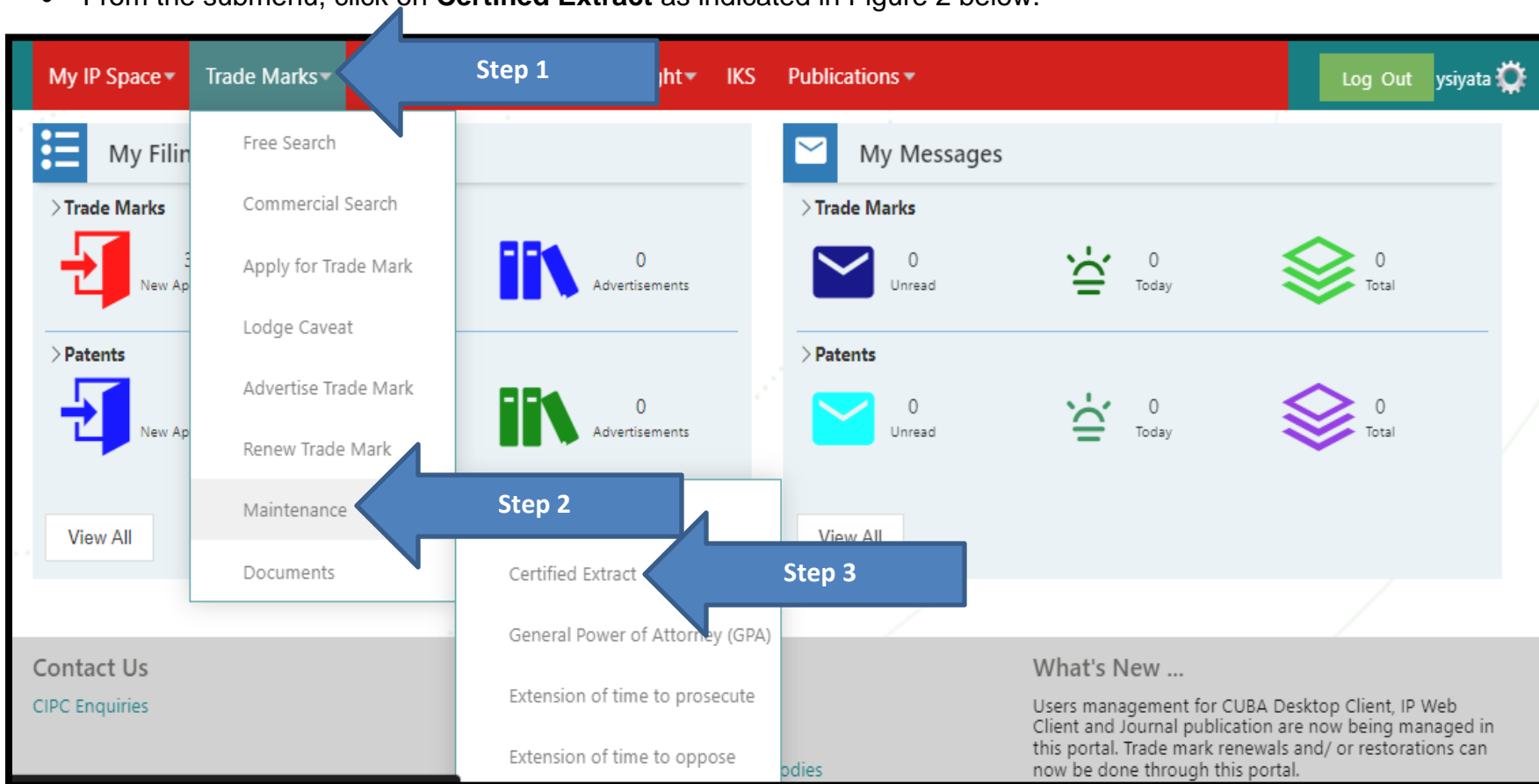


Figure 2: selecting certified extract

**CIPC Intellectual Property Online**  
South Africa's official portal for IP services

My IP Space+ Trade Marks+ Patents+ Designs+ Copyright+ IKS Publications+ Log Out SWS001

**IMPORTANT NOTICE**

**IN TERMS OF THE TRADE MARKS ACT (ACT 194 OF 1993) IT IS CLEARLY STATED THAT WHERE TRADE MARK APPLICANTS DO NOT REPRESENT THEMSELVES, THEY MAY ONLY BE REPRESENTED BY A PRACTICING ATTORNEY/S.**

**AS SUCH, ONLY APPLICANTS THEMSELVES OR A PRACTICING ATTORNEY/S ON BEHALF OF APPLICANTS, MAY LODGED ELECTRONIC DOCUMENTS (SUCH AS NEW TRADE MARK OR RENEWALS APPLICATIONS), SHOULD PERSONS NOT AUTHORISED TO REPRESENT TRADE MARK APPLICANTS MAKE USE OF THIS ELECTRONIC FILING FACILITY TO LODGE ANY OFFICIAL DOCUMENTS, SUCH LODGEMENTS (INCLUDING NEW APPLICATIONS) SHALL BE DEEMED AS INVALID FROM THE DATE OF LODGEMENT THEREOF. THE DOCUMENT/S SHALL THEN NEED TO BE RESUBMITTED BY EITHER THE APPLICANT ITSELF, OR BY A PRACTICING ATTORNEY/S REPRESENTING THE APPLICANT.**

**KINDLY FURTHER NOTE THAT OFFICIAL FEES ARE NOT REFUNDABLE UNDER ANY CIRCUMSTANCES, AND ANY OFFICIAL FEES DEDUCTED FOR DOCUMENTS AND/OR APPLICATIONS LODGED BY PERSONS NOT AUTHORISED TO REPRESENT TRADE MARK APPLICANTS WILL BE FORFEITED.**

**What is e-Filing?**

The CIPC E-FILING SERVICES in respect of intellectual property introduces an electronic procedure to lodge new trade mark, patent, design and copyright applications in South Africa, from the comfort and convenience of your home or office.

It further introduces an electronic procedure to lodge trade mark renewals and restorations in South Africa. The e-filing user administration guide can be accessed [here](#).

CIPC has developed 2 different formats which may be utilized for e-filing, depending on the customer specific requirement.

**CUBA Desktop Client**

CUBA (CIPC Utility for Bulk Applications) Client has been designed to cater for the lodging of bulk applications by way of XML file uploads directly into the CUBA application.

Any development which may be required to utilise CUBA client to lodge new applications in bulk, will be the responsibility of the person/s who wishes to make use of such method to lodge new applications.

**Web Client**

The web client interface has been designed to cater for single application submissions. This application will also allow you to attach your logo (device), and any other supporting documents which should accompany your application.

For better performance and predictable system behaviour users are encouraged to use **Mozilla Firefox** or **Google Chrome** browsers or **Microsoft Internet Explorer 11 and above** (in non-compatibility mode).

**To utilise this e-filing functionality, you need to:**

1. Be based in the Republic of South Africa; OR
2. Be an **authorised representative** (based in South Africa) in order to use this functionality on behalf of trade mark applicants and/or proprietors; AND
3. Be registered as a CIPC customer; AND
4. Upon registration as a CIPC customer, select from the IP e-Services suite, the IP e-filing functionalities you would wish to make use of; AND
5. Use your CIPC username and password to log in.

**It is strongly recommended that before using this e-filing functionality, you:**

1. Familiarise yourself with the **CIPC e-Filing T&C's** of this functionality, as published on this website.
2. Familiarise yourself with the important notice on authorised representatives as reflected on the e-filing web-services.
3. Familiarise yourself with the **notice on operational e-filing in respect of new applications**, as published on the CIPC website (August 2013)
4. Familiarise yourself with the **notice on operational e-filing in respect of trade mark renewals and restorations**, as published on the CIPC website (January 2018) [LINK TO NOTICE ON WEBSITE](#)
5. Review the user manual for e-filing of new applications [\[LINK TO USER GUIDE GOES HERE\]](#)
6. Review the user **manual for e-filing of trade mark renewals and restorations** [\[LINK TO USER MANUAL GOES HERE\]](#)
7. Review the user **manual for e-filing of new applications** [LINK TO USER MANUAL](#)

Should you experience any problems in relation to the IP e-Services suite, kindly log a query on the [CIPC Online Query Resolution System \(QRS\)](#) for assistance.

To **download** the CUBA Client Application, XML Schema and user guide, [click here](#).

**Proceed**

**Contact Us**  
77 Meintjies Street, Sunnyside, Pretoria 0001  
P/Bag X400, Pretoria 0001  
South Africa  
Call Center: 0861 843 384  
International Calls: +27 12 394 9500  
Email: support@cipc.co.za

**General Information**

- Ask Us
- IP Terminology
- Regulatory & Advisory Bodies
- FAQs
- Site Map

**What's New ...**  
The Upload & Preview zone: a facility for registered users of the E-journal to submit their advertisements and preview their submissions before publication. [More...](#)

Figure 3: Importance notice

- After clicking on “Certified Extract”, the information sheet will be displayed.
- Click on “Proceed”.

- After clicking the **Proceed** button, the certified extract landing page will appear as indicated in Figure 4 below.

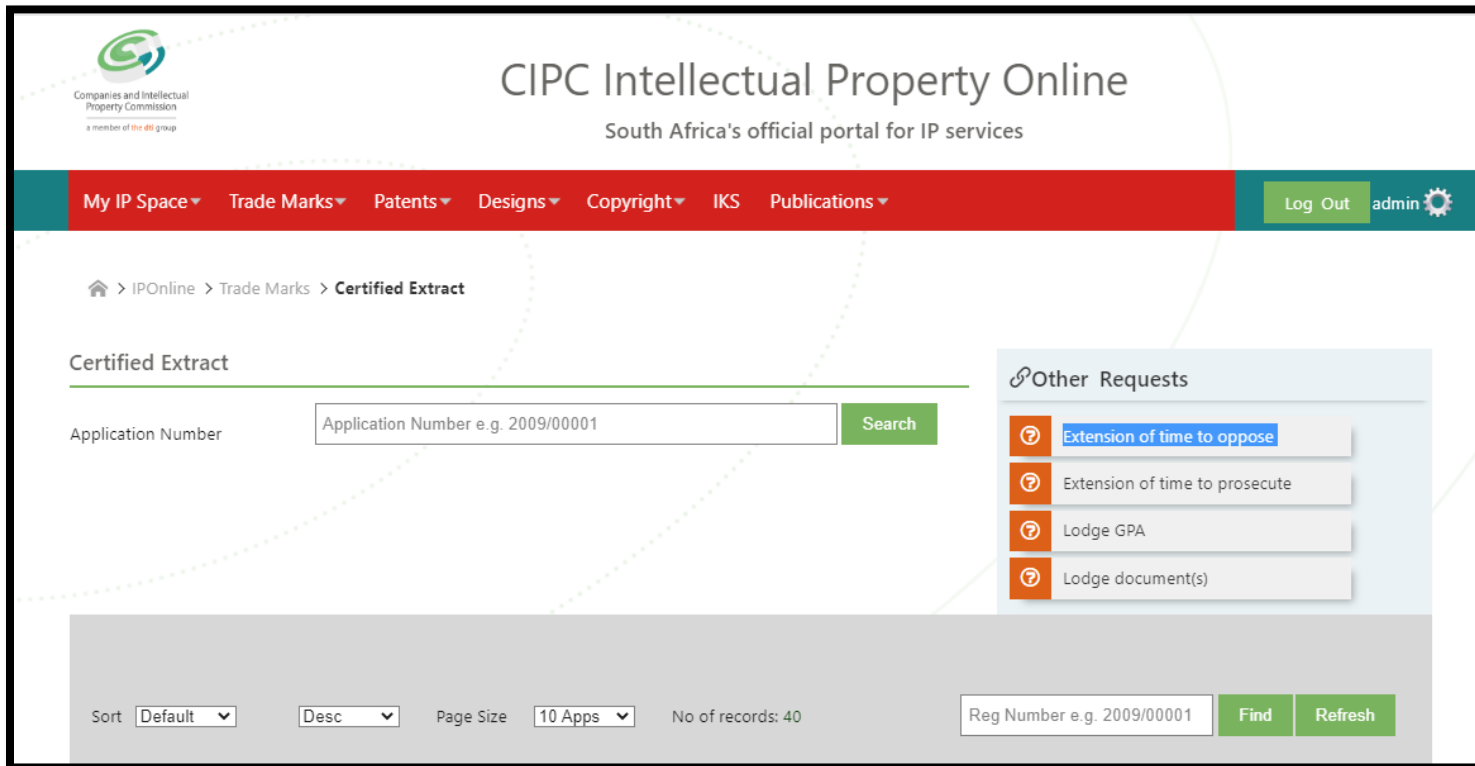


Figure 4: Certified Extract Landing Page

- Enter the application number in the search bar.
- Click the “**Search**” button.
- The application details will appear, click the “**Request Extract**” button.

The screenshot shows the 'Certified Extract' page in the IPOnline system. At the top, there is a navigation bar with 'My IP Space' and various IP categories: Trade Marks, Patents, Designs, Copyright, IKS, and Publications. A 'Log Out' button and the user name 'ysiyata' are in the top right. The breadcrumb trail is 'Home > IPOnline > Trade Marks > Certified Extract'. The main heading is 'Certified Extract'. Below it, there is a search form with 'Application Number' and a text input field containing '2018/00001', followed by a green 'Search' button. A table displays the search results for application 2018/00001, which is marked as 'Registered' with a status of 'AYKOM'. A green 'Request Extract' button is positioned to the right of the table row. On the right side, there is a panel titled 'Other Requests' with four options: 'Extension of time to oppose', 'Extension of time to prosecute', 'Lodge GPA', and 'Lodge document(s)', each with a question mark icon.

App No	Mark	App Date	Acc Date	Status	
✓ 2018/00001	AYKOM	2018-01-02	2018-12-20	Registered	<a href="#">Request Extract</a>

Figure 4: search application and click request extract

- The register page of the application will appear
- Read and understand the terms and conditions for requesting a certified extract.
- If you agree with the cost and terms and click the “I agree” check box. The submit button will appear.
- Click the “**Submit**” button.

**File Request for Trade Mark Certified Extract for - [2022/12221]**

Application Number	2022/12221	Class	36
Application Date	2022-04-14	Acceptance Date	
Mark	TELKOM INVEST	Mark Status	Accepted with conditions
Goods & Services	<p>Financial affairs; monetary affairs; banking services including home, internet and remote banking; financial sponsorship; insurance and finance services including such services provided over the internet or any other electronic network, discount services including discount card services; issue and redemption of tokens, vouchers and points; issuance of tokens of value as a reward for customer loyalty; providing cash and other rebates as part of a customer loyalty program; credit card services; charge card services; pre-paid purchase card services, including processing electronic payments made through prepaid cards; insurance, financing and guarantee services relating to telecommunications and communications apparatus and instruments; provision of electronic and online financial services, including electronic fund transfer services and secure on-line monetary transaction facilities; providing an internet website portal in the field of financial transaction and payment processing; processing financial transactions via a global computer network; providing multiple payment options by means of customer-operated electronic terminals available on-site in retail stores; provision of investment and fund management information; administration of funds and investments; stock, shares and bond information and brokerage services; provision of information and advisory services relating to monetary affairs and the aforementioned services, including the provision of information from a computer database, the internet or other electronic network; provision of information and advice for the prospective purchasers of commodities and goods, all related to payment terms and insurance; real estate affairs.</p>		
Applicant(s)	Name	Address	Country
	TELKOM SA SOC LIMITED, a South African company	61 Oak Avenue, The HUB, Telkom Office Park, Highveld, Centurion, Pretoria, Gauteng	ZA

**Estimated Cost R 34**

You are about to lodge a request for certified extract on the above mentioned trade mark. You will receive email notification on the email address [cipcsupport1@sword-sa.com](mailto:cipcsupport1@sword-sa.com) after processing of this request. There is no refund once this request is processed.

I Agree  
  Don't Agree

Figure 5: IP online register page



### Certified Extract

Application Number

**Other Requests**

- Extension of time to oppose
- Extension of time to prosecute
- Lodge GPA
- Lodge document(s)

Sort   Page Size  No of records: 47

App No	Mark	Mark Status(at filing)	Filing Date	Cost(R)	Official Filing Date	Submitted By	Status	
<a href="#">2022/12221</a>	TELKOM INVEST	Accepted with conditions	2023-08-01	34	2023-08-01 12:00:00 AM	admin	Queued	

**Figure 6: Submitted certified extract**

The submitted certified extract request will appear in the list of submitted requests below the search bar with a status of **“Queued”** as indicated on figure 6.

- After the client has successfully submitted the request for a certified extract certificate, they will receive the following confirmation email:

From: auto-reply@cipc.co.za □

To: [xxxxxxx@xxxxxx.com](mailto:xxxxxxx@xxxxxx.com)

Dear Valued Client,

Please note that your TM2 request for Certified Trade Mark for application **XXXX/XXXXX**, has been successfully received by CIPC. The TM2 request has not been processed yet.

For any enquiries regarding this application [click here](#).

**CIPC Trade Marks Division**

*Figure 7: Confirmation email*

## 2 Downloading the certified extract from the email.

After the certified extract application has been processed, the client will receive the following confirmation email:

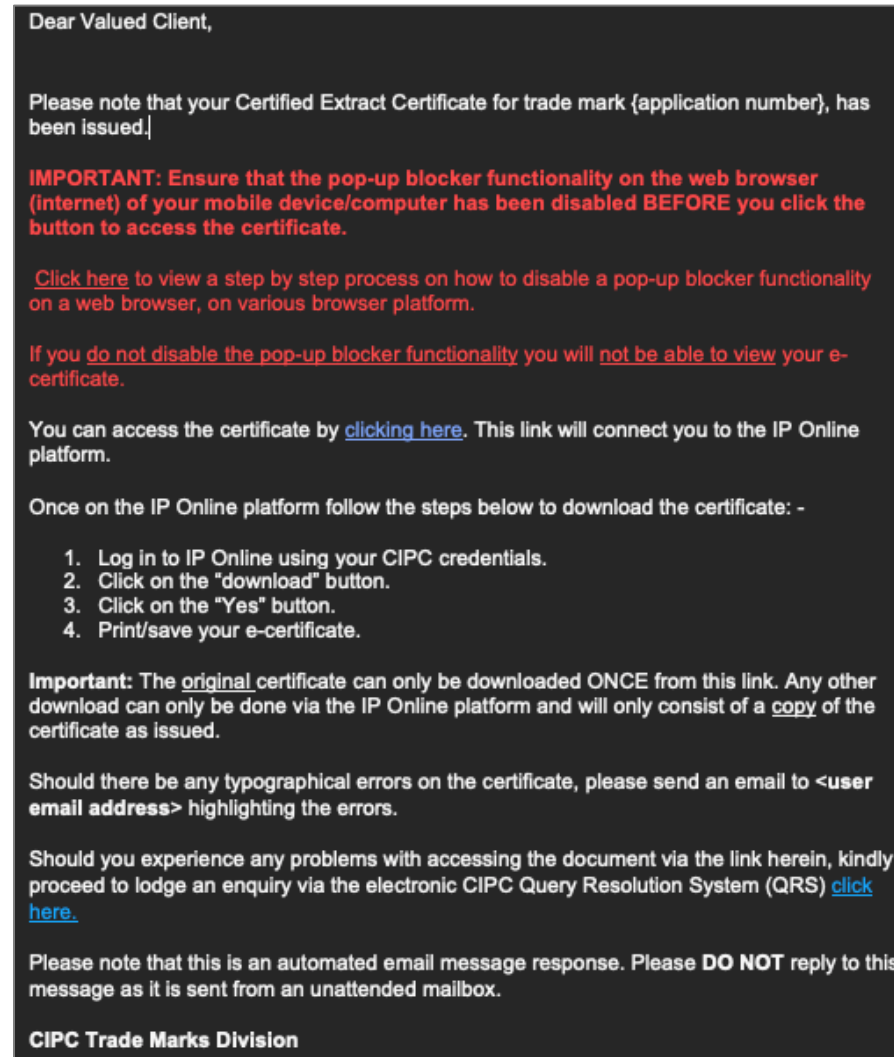


Figure 8: Download certified extract email.

- Click the link on the email, it will re-direct to IP Online platform.
- Enter your CIPC customer login credentials.
- Click the “login” button.

**CIPC Intellectual Property Online**  
South Africa's official portal for IP services

Home Trade Marks Patents Designs Copyright IKS Publications Login

Sign in or create an account

**Sign In**

Username  \* Enter User Name.

Password  \* Enter Password.

Log in

Forgotten your password? [Reset it.](#)

**New Customers**

Users who login using CIPC customer accounts can create beneficiary accounts that will use funds from their customer account for IP transactions.

Click "Create Account" button below in order to create a CIPC customer account.

Create Account

**Safety and Privacy**

- ✓ We take your privacy seriously and won't share your personal information in your profile!
- ✓ Transacting with IPOnline is safe and secure. Sensitive information is always encrypted!
- ✓ We're always there to help you out and answer questions. Log queries on CIPC Enquiries.

**Figure 9: login form**

- The certificate download page below will appear.

**CIPC Intellectual Property Online**  
South Africa's official portal for IP services

My IP Space Trade Marks Patents Designs Copyright IKS Publications Log Out adm

Certificate Download

Sort Default Desc Page Size 10 Apps No of records: 1

Application number Find Refresh

Application Number	Date Issued	Certificate Type	Download Count	Last Download By	Last Download Date
2015/03577	2022-04-29	Trade mark Advert Certificate	0	admin	

Download

**Figure 10: Certificate download page**

1. Click the “download” button
2. Click on the “Yes” button
3. Print/save your e-certificate.