# **CENTRAL SUPPLIER DATABASE FAQS**

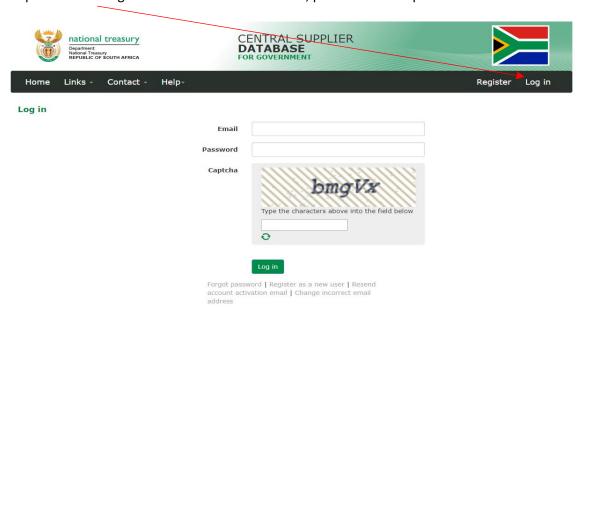
# QUERY ACTION



Supplier cannot log onto the CSD.

Step 1: Advise the supplier to go to the CSD website, www.csd.gov.za.

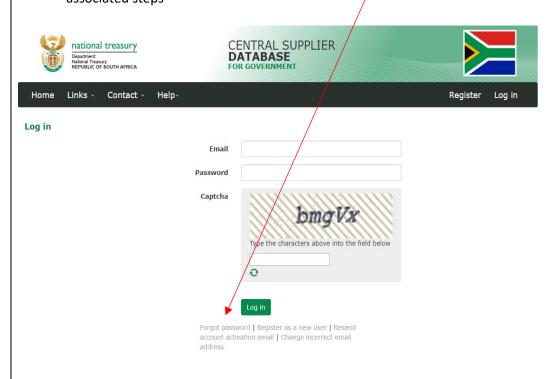
Step 2: Click on Login and enter the email address, password and captcha.



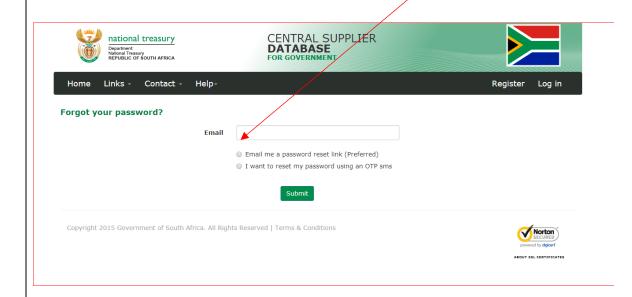


2. Supplier wishes to reset their CSD password

Step 1: If you have forgotten your password, click on "Forgot Password" and follow the associated steps



Step 2: Input your email address and choose the second option, "I want to reset my password using the OTP sms"



Step 3: I you get the Fraud Awareness Screen and/or Phishing Awareness, click on "I acknowledge" before continuing, otherwise the system will log you out.

#### Fraud Awareness



Over the past four years a number of companies have lost tens of thousands of Rands due to alleged fraudulent request for quotations (RFQS) and orders, supposedly from government departments.

The fraudsters would send a fictitious RFQ from what would seem to be a governmental email address, use a fake RFQ form with a logo and contact details of the contact person. These requests are usually "urgent" and the whole process is concluded within a short period of time. During the process the "SCM officials" will be in contact with the unsuspecting service provider until the goods are delivered either outside the building or at an agreed address.

Companies are therefore advised to verify all the RFQs and orders by calling the respective departments using the Departmental contact details listed on their respective websites to verify authenticity prior to responding to any RFQs or orders to avoid falling prey to these fraudsters.

Cancel I Acknowledge



 Supplier wishes to update the financial year

## Step 1: Click on Supplier Details.

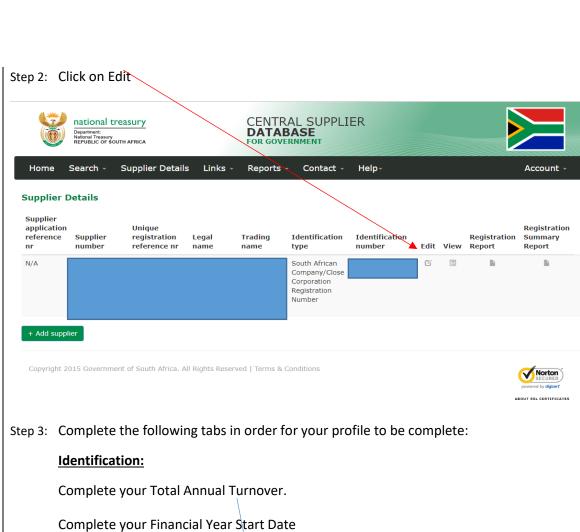


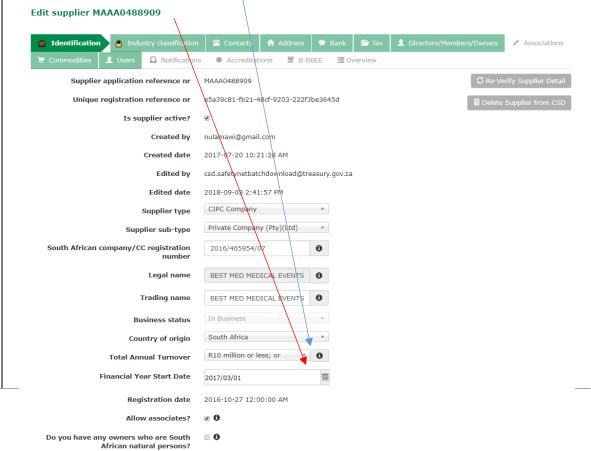
### Welcome, elmarie williams

Welcome to the Central Supplier Database for the South African government. Here you are able to maintain your 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.



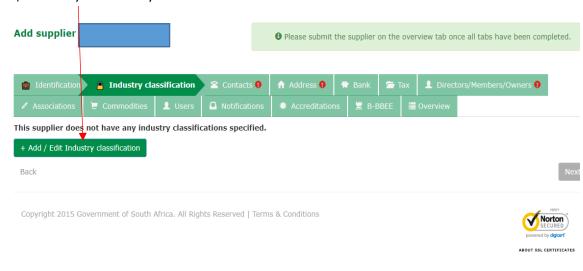




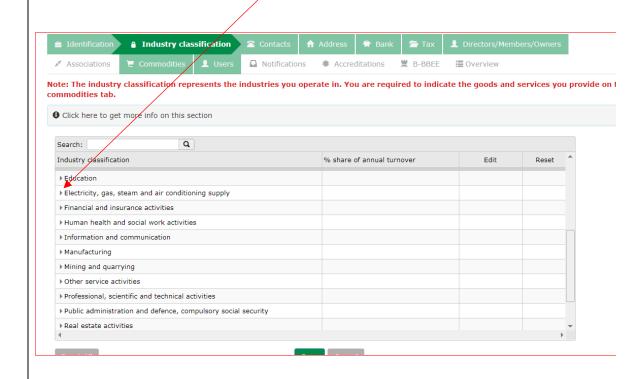


4. How to add Industry Classificati on

Step 1: Add your Industry Classification:

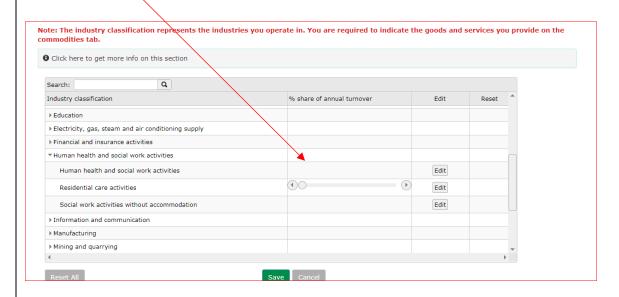


Step 2: Click on the relevant drop-down arrow.

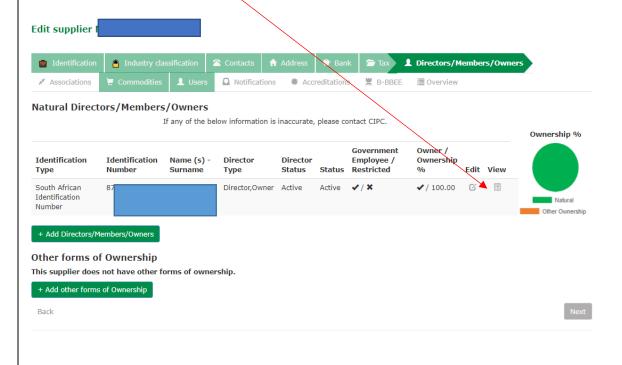


Step 3: Double click on the share of annual turnover column and pull the bar to the right.

The sum of your choices must equal to 100



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- 5. How to update Directors/M embers/Ow ners
- Step 1: Click on edit and complete the Email Address, Cell phone Number, Ownership Percentage, Physical Address and Ethnic Group of each of the Owners/ Directors/ Members listed on the CSD.
- Step 2: If there's more than one member/director, step 1 above must be completed for all members.





6. How to save changes that have been made

