CSD Bank Verification Failures

Guide for how to resolve Bank Verification Failures on the CSD website, for the ECD Employment Stimulus Relief Fund
Some examples of bank verification failure messages

(*CSD’s bank rejections include but are not limited to the below*)

- **Incorrect ID Number or Company Registration Number:** This means that the identifying number (e.g. ID number, company registration number, trust number, NPO number etc.) that was captured on the CSD’s IDENTIFICATION tab DOES NOT match the identifying number linked to the bank account at the respective bank.

- **Incorrect Company Name/Surname:** The bank account holder name did not match the name provided by the bank.

- **Incorrect Bank Account Number or No Match Found:** This means that the bank account number **DID NOT** match the number associated with the account or was not found at the bank.

- **Incorrect Initials:** This implies that the bank account holder initials (or in some cases the title) did not match the name provided by the bank.

- **No rejection reason. Please contact bank to verify details:** The bank information you captured on the CSD system was rejected by the bank with an unknown reason.
PART 1: EXAMPLES OF WHY BANK VERIFICATION FAILS
Details on Bank Confirmation letter MUST BE EXACTLY THE SAME as what is on the CSD SYSTEM

**BANK CONFIRMATION LETTER**

ECD TEST CENTRE NPO

122-666 NPO

ACC. NUMBER: 62841533467

**CSD SYTEM (IDENTIFICATION & BANK tabs)**

ECD TEST CENTRE NPO

122-666 NPO

ACC. NUMBER: 62841533467

**IMPORTANT:**
- Only use CAPITAL LETTERS for the Bank Account Holder name on the BANK tab
- If your bank confirmation letter uses SPACES, then you must ALSO use SPACES on the BANK tab
- If your bank confirmation letter uses brackets ( ) OR – for the Bank Account Holder name on the BANK tab
Example 1: Why bank verification fails

BANK CONFIRMATION LETTER

ECD TEST CENTRE NPO

122-666 NPO

ACC. NUMBER: 62841533467

CSD SYSTEM (BANK tab)

ECD Test Centre NPO

122-666 NPO

ACC. NUMBER: 62841533467

Only CAPITAL LETTERS can be used for the Bank Account Holder name on the BANK tab. This should be corrected on the CSD Bank section—go to the BANK tab, see if everything is now correct then request OTP and press SAVE. Then go to the OVERVIEW tab and press SUBMIT.
Example 2: Why bank verification fails

**BANK CONFIRMATION LETTER**

ECD TEST CENTRE NPO

122-666 NPO

ACC. NUMBER: 62841533467

**CSD SYTEM (IDENTIFICATION tab)**

ECD TEST CENTRE NPO

122-666

ACC. NUMBER: 62841533467

How your the NPO number is captured on the Bank letter did not match how it is written on your CSD’s Identification tab. After you correct this on the IDENTIFICATION tab, press SAVE – THEN go to the BANK tab, see if everything is now correct then request OTP and press SAVE. Then go to the OVERVIEW tab and press SUBMIT.
Example 3: Why bank verification fails

How the account name is written on the bank confirmation letter does not match how it is written on the BANK tab, as you have left out parts of the name. After you correct this on the BANK tab (under the BANK ACCOUNT HOLDER NAME) – then request OTP and press SAVE. Then go to the OVERVIEW tab and press SUBMIT.
Example 4: Why bank verification fails

CSD does NOT allow special characters like apostrophes (ie. ’s)? WHAT YOU SHOULD DO - put a SPACE in place of the special character. After you correct this on the BANK tab, see if everything is now correct then request OTP and press SAVE. Then go to the OVERVIEW tab and press SUBMIT.
Example 5: Why bank verification fails

If your NPO number IS on your bank confirmation letter (remember we are NOT talking about your bank statement but your bank confirmation letter), this means that your NPO number - which in this case is your identification number - IS LINKED to your bank account. So make sure that YES is ticked.

If your NPO number does NOT appear on your bank confirmation letter, this means it is NOT linked to your bank account. In which case, select NO.
PART 2: HOW TO RESOLVE BANK VERIFICATION FAILS

In order to resolve any of these bank verification failures AND to resend your updated bank account details for verification, please follow these steps
How will you know if the bank verification failed?

1. **Email:** You will receive an email saying that it failed

2. **You can also check on CSD:**
   - Press on **REGISTRATION SUMMARY REPORT** on the SUPPLIER DETAILS tab
   - OR
   - **Go to the bank tab, press EDIT.** You will then see the bank verification status, and response
STEPS TO FOLLOW

STEP 1: GET A BANK CONFIRMATION LETTER FROM YOUR BANK

• **WHY?** This is to ensure that you capture the information on the CSD application **EXACTLY** as how your bank has it. If your bank verification failed, it means that the information that you put on the CSD application **DOES NOT** match the information that your bank has. Getting your Bank Confirmation letter will enable you to see what the problem is so that you can correct it on your CSD application. A bank statement will **NOT** be sufficient – it must be a bank confirmation letter.

STEP 2: LOGIN TO THE CSD WEBSITE

• LOGIN into the CSD website: [https://secure.csd.gov.za/Account/Login](https://secure.csd.gov.za/Account/Login)
• After you LOGIN, you may see a **Phishing Awareness** notice, press ‘I ACKNOWLEDGE’. Then go to the **SUPPLIER DETAILS** tab
• If you do not see a Phishing Awareness notice when you LOGIN, go straight to **SUPPLIER DETAILS** tab
STEP 3: Press on the small icon below the word EDIT to edit your application.

NOTE: CSD will not allow you to make any edits on the IDENTIFICATION and BANK tabs while your bank account is being verified. If your bank details have been sent for verification, wait for the verification to come back as failed then you can edit your application.
STEP 4: Make sure your NPO number on the IDENTIFICATION tab matches your bank confirmation letter.

NPO NUMBER:
- Write your NPO number exactly how it is written on your bank confirmation letter.

You MUST press SAVE if you make any changes on this tab.
STEP 5: Go to the BANK tab

- Press on the BANK tab
- Press the small icon under EDIT
STEP 6: Check your details on the BANK tab against what your bank confirmation letter says; Request OTP & SAVE changes

**IS IDENTIFICATION NUMBER LINKED TO ACCOUNT?**
- If your bank **DOES** have your NPO number on your bank confirmation letter, make sure that **YES** is selected for the ‘IS IDENTIFICATION NUMBER LINKED TO ACCOUNT’ question on the bank tab.
- If you are a NPO but the bank **DOES NOT** have your NPO number on the bank confirmation letter, then for the question of ‘IS IDENTIFICATION NUMBER LINKED TO ACCOUNT’ press **NO**

**PRESS REQUEST OTP – Enter the OTP**
**Then press SAVE**

ENSURE all the details are **EXACTLY THE SAME** as your bank confirmation letter.

Once everything is correct, request OTP, press SAVE. THEN GO to the OVERVIEW TAB & SUBMIT
STEP 7: Go to the OVERVIEW tab, and press SUBMIT

- AFTER you have made the necessary changes and pressed save on the tabs where you made changes, go to the Overview tab.
- Press the “Submit” button at the bottom of the page. Wait for the “Submitted Successfully” message.
Additional

How to change your Preferred Account on the BANK tab

• Press on the Bank tab

• +ADD Bank Account

• Complete your bank information according to your bank confirmation letter

• The account holder name will be automatically duplicated onto the new account you wish to add

• Once done, click on request OTP, save go to the Overview tab and submit
What to do next

• Immediately click on supplier details
• Click on edit
• Then bank, edit the new account you have added
• Scroll down to tick the tick box is account Preferred
• Then request OTP and save
• Click on the Overview tab – then SUBMIT