

# 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

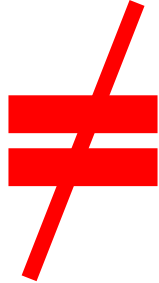
# Example 1: Why bank verification fails

## BANK CONFIRMATION LETTER

ECD TEST CENTRE NPO

122-666 NPO

ACC. NUMBER: 62841533467



## CSD SYTEM (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

## BANK CONFIRMATION LETTER

ECD TEST CENTRE NPO

122-666 NPO

ACC. NUMBER: 62841533467



## CSD SYTEM (BANK tabs)

ECD TEST CENTRE



122-666 NPO

ACC. NUMBER: 62841533467



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

## BANK CONFIRMATION LETTER

SAM'S ECD CENTRE

122-666 NPO

ACC. NUMBER: 62841533467



## CSD SYTEM (BANK tabs)

SAMS ECD CENTRE



122-666 NPO

ACC. NUMBER: 62841533467



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:  
SAM S ECD CENTRE



# 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**.

Identification	Industry classification	Contacts	Address	Bank
Commodities	Users	Notifications	Accreditations	B-BBEE

Note: Verification may take up to 4 days. Your account holder name must match exactly to be verified successfully.

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

Note: Please ensure that the banking details captured below, belongs to the legal entity (entity's identifying number (displayed below) at your respective bank.

Legal name	FARANI VANA DAY CARE CENTRE NPO
Trading name	FARANI VANA DAY CARE CENTRE NPO
Identification number	148-283 NPO

Is Identification number linked to account?

☒ Yes ☐ 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

## Registration Summary Report



Bank verification status	Bank account holder verification failed
Bank verification response	- Incorrect Company Name/ Surname
Bank verification date	2021-02-26 05:54

# STEPS TO FOLLOW

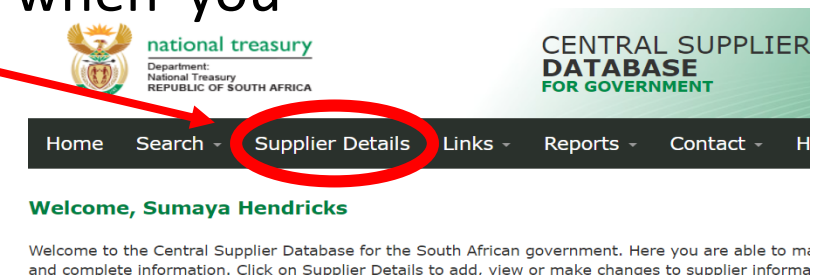
## STEP 1: GET A BANK CONFIRMATION LETTER FROM YOUR BANK

- **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.

Important




## STEP 2: LOGIN TO THE CSD WEBSITE

- LOGIN into the CSD website: <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





## Supplier Details

Supplier application reference nr	Supplier number	Unique registration reference nr	Legal name	Trading name	Identification type	Identification number	Edit	View	Registration Report	Registration Summary Report	Remove
R0063447451	MAAA1026627		Test ECD Centre NPO	Test ECD Centre	Non Profit Organisation Number	015-904 NPO					

**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.

Supplier type	Non Profit Organisation (Depar... ▼
Supplier sub-type	Non Profit Organisation (Depar... ▼
Non profit organisation number	015-904 NPO
Legal name	Test ECD Centre NPO ⓘ
Trading name	Test ECD Centre ⓘ
Country of origin	South Africa ▼
Total Annual Turnover	R10 million or less; or ⓘ
Financial Year Start Date	2001/03/01 ⓘ
Allow associates?	<input type="checkbox"/> ⓘ

You MUST press SAVE if you make any changes on this tab

Save

# STEP 5: Go to the BANK tab

- Press on the BANK tab
- Press the small icon under EDIT

Identification

Industry classification

Contacts

Address

Bank

Tax

Directors/Members/Owners

Associations

Commodities



Users

Notifications

Accreditations

B-BBEE

Overview

Account holder	Account number	Account type	Bank name	Branch number	Branch name	Account in use	Preferred account	Status	Edit	View
[REDACTED]	602740310060	Current Accounts	[REDACTED]	250655	BRANCH 560	✓	✓	Bank account holder verification failed		

+ Add Bank Account

Back

Next

## 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**

Legal name Test ECD Centre NPO

Trading name Test ECD Centre

Identification number 015-904 NPO

Is Identification number linked to account? ☐ Yes ☒ No

Is shared funding account? ☐

Notification contacts Select Some Options

Status Is Active

Account holder [REDACTED]

Bank name [REDACTED]

Branch name [REDACTED]

Account type Current Accounts

Account number [REDACTED]

Bank [REDACTED]

Branch number 250655

Bank verification status Bank account holder verification failed

Bank verification response - Incorrect Company Name/ Surname - Incorrect ID Num

Bank verification date 2021-02-24 13:00

In use start date 2021-02-09 12:03:00 PM

Account in use? ☒

Preferred account ☒

OTP  Request OTP Enter the OTP sent to you

Please click Request OTP when you are ready.

Save Cancel

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.

The screenshot displays the 'Overview' tab of a system interface. The top navigation bar includes tabs for Identification, Industry classification, Contacts, Address, Bank, Tax, Directors/Members/Owners, and Associations. Below this, a secondary bar shows Commodities, Users, Notifications, Accreditations, B-BBEE, and the active Overview tab.

	Completion Status	Verification Status	Key Information
Supplier Identification	In Progress (Gear icon)	-	-
Supplier Industry Classification	Completed (Green checkmark)	-	-
Contacts	Completed (Green checkmark)	-	-
Address	Completed (Green checkmark)	-	-
Bank Accounts	In Progress (Gear icon)	-	Valid bank account
Tax	In Progress (Gear icon)	Successful (Green checkmark)	Not registered for tax with SARS.
Directors/Members	Completed (Green checkmark)	-	-
Associations	-	-	-
Commodities	Completed (Green checkmark)	-	-
Users	Completed (Green checkmark)	-	-
Accreditations	-	-	-
B-BBEE	Completed (Green checkmark)	-	No B-BBEE details provided

**Legend**

- Green checkmark - Completed
- Red X - Outstanding
- Grey gear - In Progress
- Green checkmark - Successful
- Red circular arrow - Retry
- Orange triangle - Failed


In order to submit please address all outstanding issues marked with X or where verification failed.

Back **Submit**

A red arrow points from the text 'Wait for the “Submitted Successfully” message.' to the 'Submit' button, which is circled in red.

# 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

Preferred account ☒

OTP   

Please click Request OTP when you are ready.