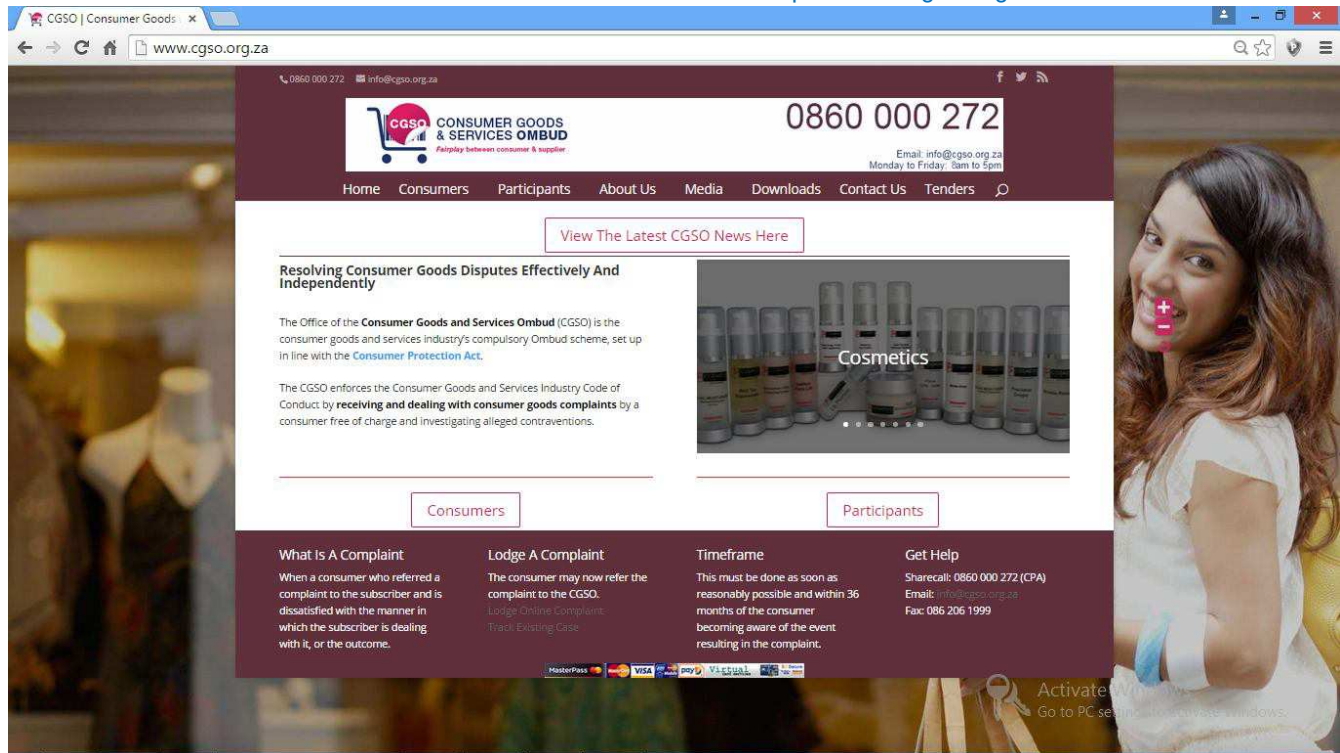
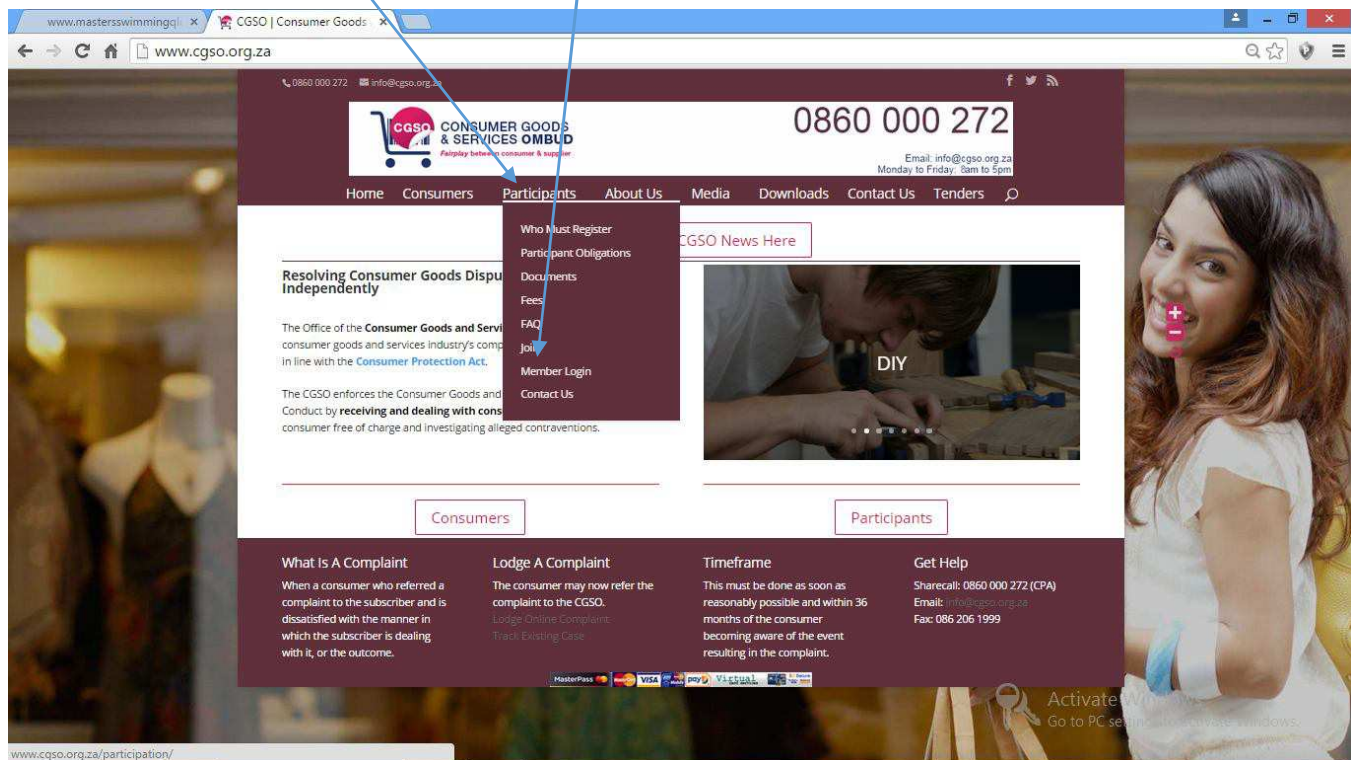


STEP BY STEP GUIDE FOR NEW PARTICIPANTS TO JOIN AND PAY THEIR PARTICIPANTS' FEES ONLINE

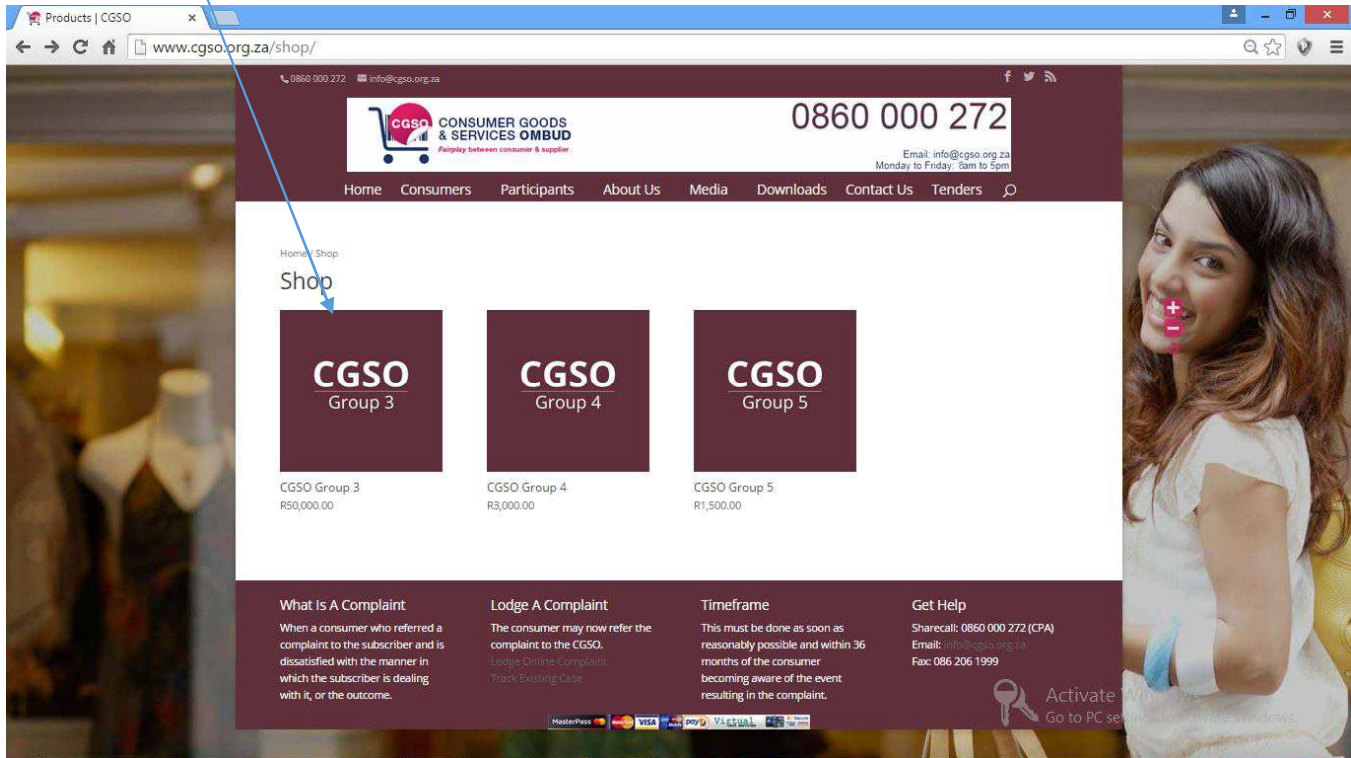
1. Go to the Consumer Goods and Services OMBUD website at <http://www.cgso.org.za>



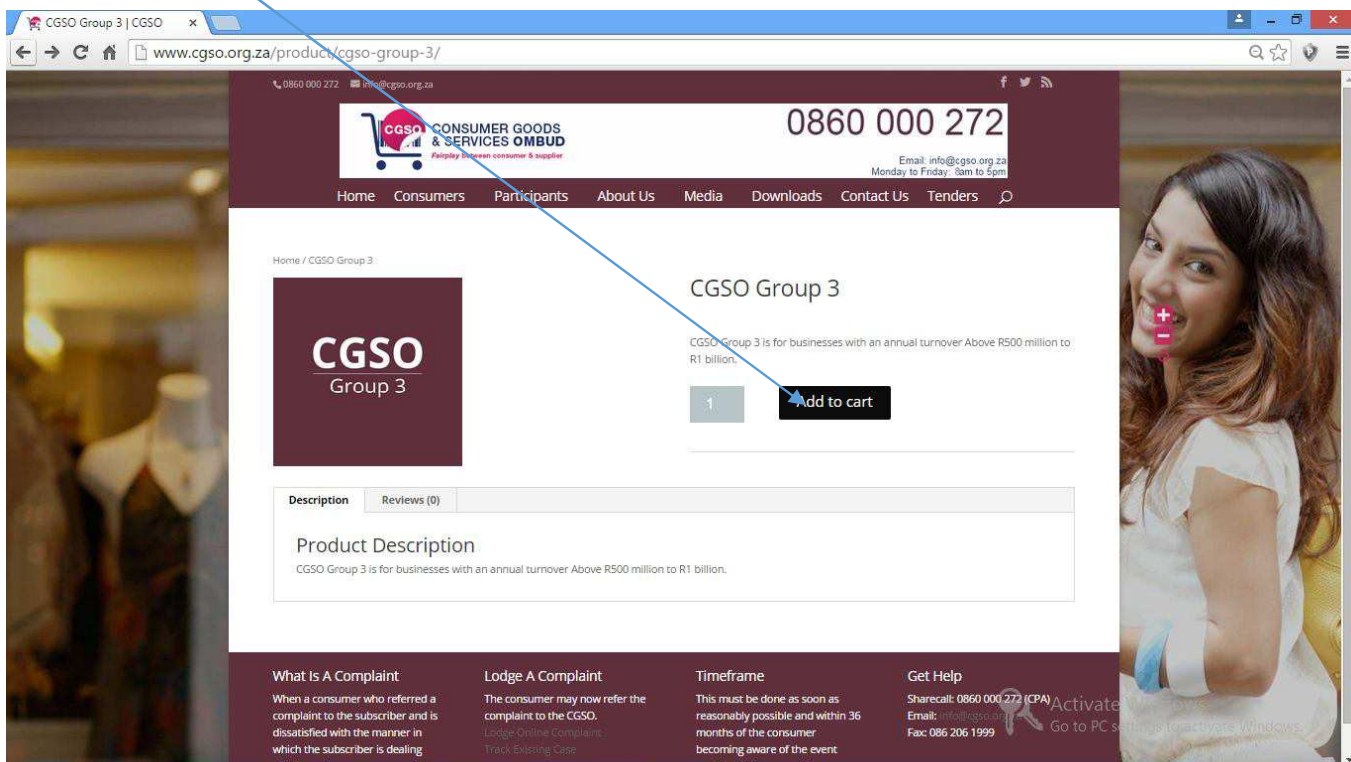
2. Click on the **Participants** PORTAL click on **JOIN** on the drop down menu



3. Click on **Shop** according to Participants revenue structure Group (if unsure of the Group your company fall under - please refer to <http://www.cgso.org.za/fees/>)




4. Click to **Add to Cart**



5. Click **Proceed to Checkout**

The screenshot shows the CGSO website's cart page. At the top, there is a navigation bar with the CGSO logo, the text 'CONSUMER GOODS & SERVICES OMBUD', and the phone number '0860 000 272'. Below the navigation bar is a menu with links: Home, Consumers, Participants, About Us, Media, Downloads, Contact Us, and Tenders. The main content area is titled 'Cart' and contains a table with the following items:

Product	Price	Quantity	Total
 CGSO Group 3	R57,000.00	3	R171,000.00 (incl. tax)

Below the table is an 'Update Cart' button. To the right of the table is a 'Cart Totals' section:

Subtotal	R171,000.00 (incl. tax)
Total	R171,000.00 (Includes R21,000.00 Tax)

Below the totals is a note: 'Note: Shipping and taxes are estimated and will be updated during checkout based on your billing and shipping information.' At the bottom of the cart section is a large black button labeled 'Proceed to Checkout'. A blue arrow points from the text '5. Click Proceed to Checkout' to this button. The footer contains links for 'What Is A Complaint', 'Lodge A Complaint', 'Timeframe', and 'Get Help', along with contact information: 'Sharecall: 0860 000 272 (CPA)' and 'Email: info@cgso.org.za'. A watermark 'Activate Windows' is visible on the right side of the page.

6. Enter your **company's details**, please ensure that **all** company details are entered in full (including VAT Number where applicable)

Returning customer? Click here to login

Billing Details:

Country: South Africa

Company Name *

Company Registration Number *

ID Number (if company registration is not available)

VAT Registration Number (Leave blank if not applicable)

Core Business Focus:

- Furniture
- Groceries
- Clothing
- Other

If Other - Specify

First Name: Last Name:

Address:

Street address:

Apartment, suite, unit etc. (optional):

Town / City:

Town / City:

Province: Postcode / Zip:

Additional Information:

Order Notes:

Notes about your order, e.g. special notes for delivery.

7. Click on **Place order**

Town / City:

Town / City:

Province: Postcode / Zip:

Select an option... Postcode / Zip:

Email Address: Phone:

Create an account?

Your order

Product	Total
CGSO Group 3 x 2	R114,000.00 (incl. tax)
Subtotal	R114,000.00 (incl. tax)
Total	R114,000.00 (includes R14,000.00 Tax)

Virtual Card Services **Virtual** Card Services

Pay using the Virtual Card Services terminal.

Place order

What Is A Complaint
When a consumer who referred a complaint to the subscriber and is dissatisfied with the manner in which the subscriber is dealing with it, or the outcome.

Lodge A Complaint
The consumer may now refer the complaint to the CGSO.
Lodge Online Complaints
Track Existing Case

Timeframe
This must be done as soon as reasonably possible and within 36 months of the consumer becoming aware of the event resulting in the complaint.

Get Help
Sharecall: 0860 000 272 (CPA)
Email: info@cgso.org.za
Fax: 086 206 1999

8. After you have clicked on **Place order**, next will to be the **PAYMENT SCREEN** - Enter credit/debit card information, the amount that will be debited shows clearly on **Payment Total**. Click on **PAY**. Your credit/debit card will be charged immediately.

Virtual Card Services Online x
https://www.vcs.co.za/vvonline/ccform.asp

This is a sample page - no actual money is involved and no products will be delivered.

CGSO CONSUMER GOODS & SERVICES OMBUD
Fairplay between consumer & supplier

Payment to Consumer Goods and Services OMBUD

CGSO purchase Order 606, Ref: 606
Payment Total R 114000.00 (ZAR)

Payment by card reset | cancel payment

Card Type: Visa
Demo Card No.: 4242424242424242
Expiry Date: -month- -year-
Name on Card: _____
CVC Number: _____
Email Address: _____
Budget Period: 00

PAY

Terminal-Id: 131S | Tel: 011 781 2607 |
Ferndale, Randburg, GP, South Africa 2125
Merchant acquiring bank: Standard Bank of South Africa
Transactions processed by Virtual Card Services | Privacy statement

2015-08-05

Activate Windows
Go to PC settings to activate Windows.

9. You will now receive a receipt for your payment that can be used as proof of Payment. One of our CGSO staff will contact you to welcome you to CGSO.