



15 February 2013

### **CGRI ID CARD CHANGE PROCESS 2013**

Dear CGCSA Member

In maximising our services and to increase security measures, CGCSA will facilitate the 2013 ID Card Replacement Process. This process will impact on the brown Permanent cards which will change to red as well as the green Temporary, Promotions and Labour Broker cards which will change to yellow. In order to streamline the process and increase effective member service, the printing has been outsourced to a service provider

#### **Reason for replacement of cards**

The request for a change from the Merchandising Companies, supported by the stores, was borne out of the need to protect the service and product supplying businesses as well as retail businesses and to enhance security features.

This process will present the opportunity to:

- update outdated photo's, company information including contact numbers;
- minimize the risks posed by the illegal use of lost and/or stolen cards;
- update company information and ensure that only current employees have the right to access to stores;
- update the Employers Reference Site with the terminations that were previously submitted to insure more accurate employment history;
- include security measures on the cards, following reported incidents of cards fraudulently reproduced;
- include additional relevant information on the cards such as the Workman's Compensation Number.

#### **Replacement Process**

- **New cards**
  - Companies will apply for the new cards by completing an order form, as well as supplying complete required employee information in the new required format and an updated photo.
  - Information can be submitted via email or by sending the necessary information to CGCSA on a CD or flash disc. All orders consisting of 50 or more photos have to be submitted on CD.
- **Termination of old cards**
  - CGRI requests that the old cards be returned to CGCSA for destruction. (Alternatively a letter confirming the destruction of these cards will be accepted as guarantee from the company that these cards have been destroyed.)

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**Chairman:** S O'Carroll (Nestle SA); G Pattison (Massmart Holdings)

**Directors:** W Hook (The Spar Group); D Smollan (Smollan Holdings); L Steeneveldt (Massmart Holdings); B Finch (British American Tobacco); D Saayman (British American Tobacco); G Kirk (JD Group); Z Rylands (Woolworths) ALTERNATE, I Moir (Woolworths); P Roux (Tiger Brands); R Behrens (Tiger Brands); C Maponya (Maponya Mall); A Moosa (Willowton); G Mangozhe (CEO-CGCSA)



- All brown and green cards presented in stores after 1 August 2013, will be confiscated and destroyed by store security.

### Format of information

It is crucial that all information is accurate and in the correct format. **Information that cannot be processed would need to be revised by the submitting company and re-submitted.**

### Requirements:

- The **photo name** will only be accepted if saved as the **id number** of the employee, e.g. 12345.jpg (no spaces) and the photo file must be in Jpeg format, all photos not saved as the ID number of the individual will be **rejected**.
- Orders without **valid Reference numbers** (obtained from the CGRI website) will not be processed
- Workman's Compensation number of the company has to be included in the required format
- **NB Photo requirements:**
  - Good quality head and neck photo's
  - No scanned copies of ID/Passport photos are accepted
  - Clear – thus no distortion or blurring
  - In colour with light background
  - Faces of employees have to be clearly visible – no hats, glasses or dark glasses
- Card orders will not be processed without **full settlement of the account** including annual membership fees.
- If there is no response to an email sent regarding missing photos within **48hrs**, those cards will be forfeited by the company.

### Timelines

The replacement process will **commence on 1 March 2013** and the cut-off date for presenting the old cards will be **31 July 2013**.

All ID card orders placed after 1 May 2013 will automatically be processed and issued in the new format.

Orders for the new card will be accepted from 1 March 2013 in order to assist with the volume of orders anticipated. The **deadline for submission** of replacement orders is **31 May 2013**. All orders received after this date will be processed after the replacement process has been completed.

Orders will be processed in sequence of orders received, due to the influx of printing orders please allow a minimum of 3 weeks for processing and printing.

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Any order with incomplete/incorrect information will be returned to the sender for correction and resubmission will be added the back of the queue.

Please follow up telephonically to enquire if the relevant order meets the requirements to avoid delayed response resulting in your order falling to the back of the processing queue once the submission date has passed.

Any queries regarding orders have to specify the reference number of the order. Companies must please keep record of all orders and the relevant reference number for each order as orders will be processed in ascending order according to the reference numbers.

### **Discounts and Penalties**

To ensure effective and streamlined process flow with the replacement process, a discount of 10% will be given on all orders placed between 1 – 31 March 2013.

All orders placed after 1 May 2013 will be subject to a 20% administration fee.

All orders placed between 1 – 30 June will be subject to a 35% administration fee.

### **Costs of new cards**

The cost of the new permanent card will be R18.00 and R25 for temporary cards each excl. VAT.

The cost of registered mail will be invoiced at R30 (excl.) VAT

The cost of ID Cards have remained unchanged since 2011, thus the current increase for 2013 incorporates absorbed costs of consumables, inflation and anticipated increases for the next period.

**Please note:** The “Pay on collection” option is **no longer be available**. ALL cards have to be paid and proof of payment submitted before printing of cards.

**As from 1 March 2013 a minimum invoice amount of R100 (5 cards) will be effected in order to streamline business processes.**

All queries can be sent to [idcards@cgcsa.co.za](mailto:idcards@cgcsa.co.za)

Thank you for your cooperation and assistance in this regard.

Selma Visser

CGRI: Operations Manager

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