



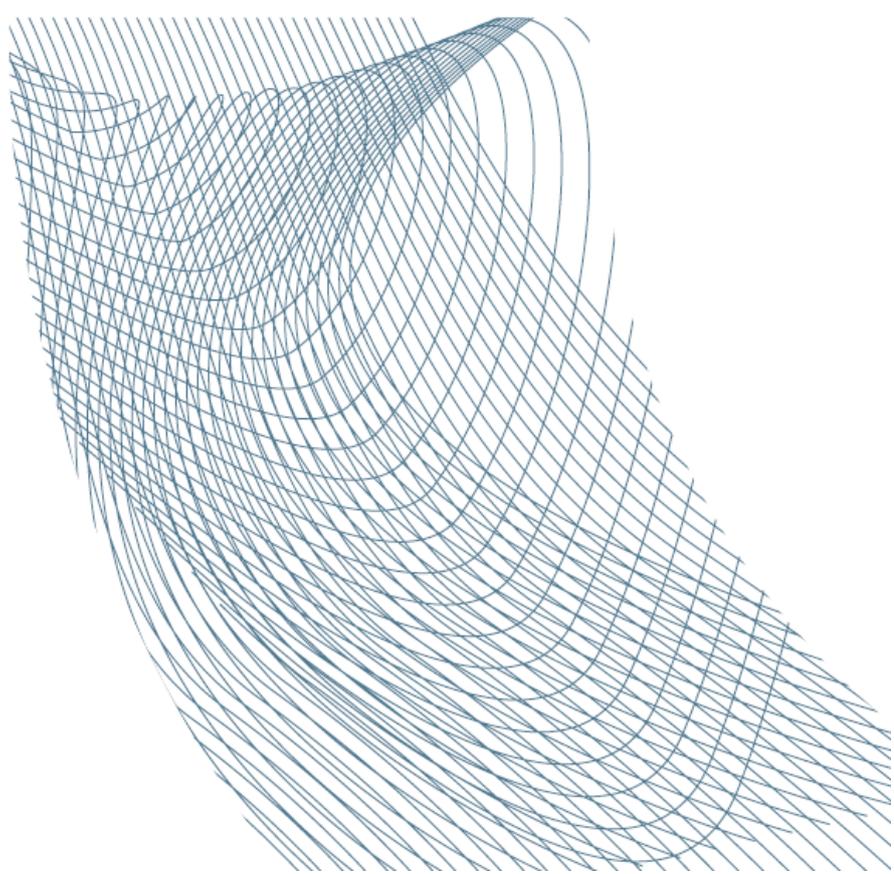
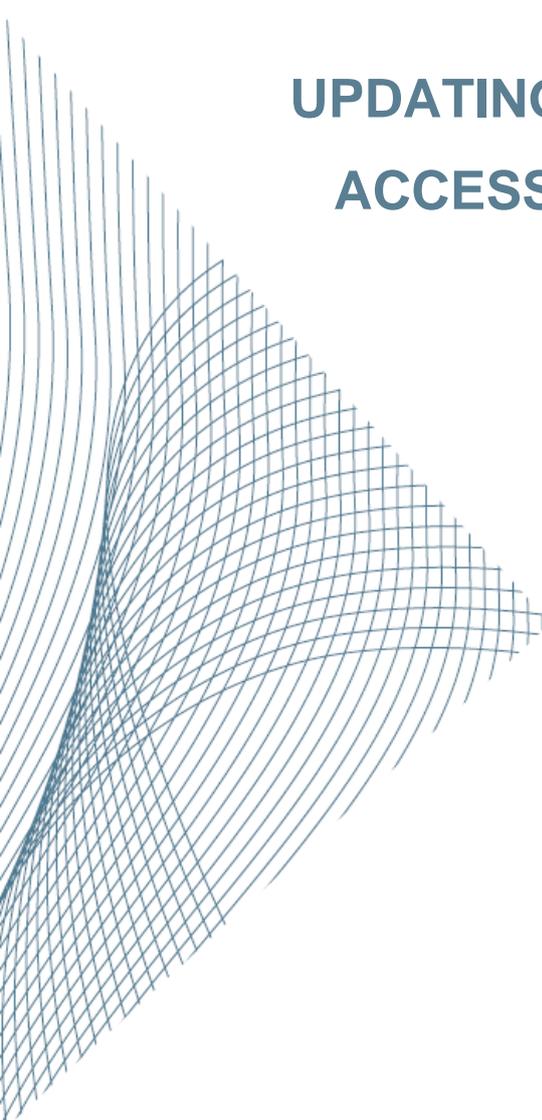
Financial
Intelligence Centre

FAQ

FREQUENTLY ASKED QUESTIONS

UPDATING USER DETAILS AND ACQUIRING ACCESS TO THE NEW FIC REGISTRATION AND REPORTING PLATFORM

03 March 2017



REGISTRATION

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1. I need confirmation of registration with the FIC

Confirmation of entity registrations with the FIC letters are now automated.

New registrants (first time to register with the FIC):

Upon successful registration, an automated confirmation email will be sent to the registered corporate email address of the entity. Kindly make use of this confirmatory email to serve as proof of registration with the FIC. (Note: A successful registration means that the entity has submitted a registration and this has been approved by the FIC).

Previously successfully registered with the FIC – I have now updated my registration information on the new registration platform:

After successfully updating the entity profile on goAML, using the ORG ID number as sent by the FIC, an automated confirmation email will be sent to the registered corporate email address of the entity. (Note: A successful update means that the entity has submitted a change request and this has been approved by the FIC).

Note that for both new and previously registered entities, when there are any further amendments made to the entity registration profile, an updated confirmation email will be automatically sent to the registered corporate email address of the entity.

2. I previously registered with the FIC and have an AI/RI number. Do I have to do anything on the new registration system?

Yes, you are required to update your profile information on goAML and add your entities Compliance Officer and Money Laundering Reporting Officer(s) (MLRO) where applicable. Every profile must be updated, as the corporate email address noted for the entity is NOT valid. This email address is where all communication for the entity will be sent, and is not the same as the Compliance Officer's email address.

All the existing registration profiles were migrated from the "old" registration system to the "new" registration system called goAML. Every entity that was migrated is required to use the ORG ID number that was sent to them by the FIC in May 2016, to FIRST add a user (Compliance Officer), and then SECONDLY update the entity details.

3. I previously registered with the FIC and have an AI/RI number. How do I update my registration details?

- 1 The FIC has emailed an entity registration identity, also referred to as an “Org ID” to all institutions registered on the previous registration and reporting platform.
- 2 The Org ID is in the subject line of the email sent by the FIC via email to the Compliance Officer of the institution as captured on the FIC’s records.
- 3 To add your institution to the new goAML system please follow the below steps:
 - **Step 1:** Access the goAML website by clicking on this link: (https://goweb.fic.gov.za/goAMLWeb_PRD)
 - **Step 2:** Click on “*Register as a person*” to commence the updating of registration related information.

Note: You are adding a Compliance Officer in order to access your profile. You are not registering your entity as a person.

Note: Existing registrants **should not click** on “*Register as an organisation*” as this will create a duplicate registration which will be rejected by the FIC.

Note: Ensure that the first person to register using the Org ID No, as provided by the FIC, on the system is the Compliance Officer (CO) for your entity.

- **Step 3:** Insert the Org ID and complete the registration form for the CO, and then add the relevant attachments (certified copy of ID/Passport document and signed authorisation letter on the letterhead of the entity to the CO profile, and only then click “submit” to the FIC for approval.

Note: The authorisation letter must be on the letterhead of the entity and must contain the details of the CO user, such as user name and surname, ID/passport number, occupation of the user and the role of the user to be allocated on the system. If this is not attached, then the registration will be rejected by the FIC.

- **Step 4:** Upon receiving an email from the FIC confirming successful account registration, the CO then logs onto the registration platform, using the Org ID and approved user credentials, to update and verify the institution's details, by making changes where necessary.

Note: The mandatory details such as Email, Name, Trade As Name, Incorporation/Reg Number, Telephone and address details either must be provided or updated to ensure successful submission of all reports to the FIC.

- **Step 5:** Once confirmation has been sent by the FIC confirming the successful updating of the institutions details (account registration), the registration is complete if no further users need be added. The CO is now able to file reports with the FIC.

Note: If the entity requires the registration of further delegated users, then the CO must communicate the Org ID to these delegated users (including the Money Laundering Reporting Officers (MLROs)), so they can commence their user registration as an MLRO of the entity.

Note: Kindly now refer to the instructions in section 4 below on how to add delegated users including MLROs.

4 Please access the following document links to assist you with registration:

- Process flow diagram ([Click here](#));
- Registration guideline for accountable and reporting institutions ([Click here](#)).

4. What if I don't update my entity profile and add a user?

- The entity will not be able to access the goAML portal.
- The entity will not have a valid registration with the FIC.
- The entity will not be able to view any message sent by the FIC to the entity via the "message board"
- The entity will not be able to submit required reports to the FIC.

5. How do I get a username?

Username can only be issued during registration process of a user (Compliance Officer or MLRO) on goAML.

The user determines the username. Usernames are unique, which means that if another user has already used the name, you are not allowed to use it and will need to create a new username.

6. Which documents for registration will be required?

- Authorisation letter – this must be on the letterhead of the entity and must contain the details of the Compliance Officer (user). This is the users full names, ID/Passport number, role in the organisation and authorised role on the goAML **AND**
- Clear copy of the users ID book, or a clear, valid copy of the user's passport.

7. I am a sole proprietor – do I have to provide an authorisation letter?

The following must be noted for institutions that are sole proprietors, when registering on goAML:

- 1 A Sole Proprietor that must register as an accountable or reporting institution (such as Attorneys, Estate Agents, Kruger Rand Dealers, Financial Services Provider, Motor Vehicle Dealers etc.) would have to assume the CO user role.
- 2 A Sole Proprietor would be expected to issue an authorisation letter, on the letterhead of the entity, in which he/she advises the following; full name and surname, ID/Passport identity number, relationship to institution (i.e. Sole Proprietor).
- 3 A Sole Proprietor may elect to appoint additional persons to report to the FIC on its behalf. These users must register as MLROs.

8. How do I attach documents?

The maximum limit for attachments per submission (during registration and reporting) is 20MB. If multiple attachments are being uploaded; the combined limit should therefore not exceed 20MB. Please refer to the various user guides published for detailed step by step instructions on how to attach documents during the registration and reporting processes.

The length of the file names uploaded on goAML may not exceed sixty (60) characters. The file limit is inclusive of the file path from where the file is being uploaded. We advise users to limit the file names accordingly and upload from the user's desktop folder if permissible.

When completing web reports the user must save the report first and will only thereafter be able to upload attachments.

9. I have registered previously with the FIC, but have not received my ORG ID number?

- Please first check your junk mail folder
- The email address that the ORG ID was sent from is: goAMLcommunication@fic.gov.za
- If you cannot locate this email, please contact the Call Centre on 0860 222 200. Please have the ID number of the Compliance Officer at hand as the Call Centre will require this for verification purposes:

10. I have received my ORG ID number, but what must I do with it?

- 1 The FIC has emailed an entity registration identity, also referred to as an "Org ID" to all institutions registered on the previous registration and reporting platform.
- 2 The Org ID is in the subject line of the email sent by the FIC via email to the Compliance Officer of the institution as captured on the FIC's records.
- 3 To access your institution to the new goAML system please follow the below steps:

- **Step 1:** Access the goAML website by clicking on this link: (https://goweb.fic.gov.za/goAMLWeb_PRD)
- **Step 2:** Click on “*Register as a person*” to commence the updating of registration related information.

Note: You are adding a Compliance Officer in order to access your profile. You are not registering your entity as a person.

Note: Existing registrants **should not click** on “*Register as an organisation*” as this will create a duplicate registration which will be rejected by the FIC.

Note: Ensure that the first person to register using the Org ID No, as provided by the FIC, on the system is the Compliance Officer (CO) for your entity.

- **Step 3:** Insert the Org ID and complete the registration form for the CO, and then add the relevant attachments (certified copy of ID/Passport document and signed authorisation letter on the letterhead of the entity to the CO profile, and only then click “submit” to the FIC for approval.

Note: The authorisation letter must be on the letterhead of the entity and must contain the details of the CO user, such as user name and surname, ID/passport number, occupation of the user and the role of the user to be allocated on the system. If this is not attached, then the registration will be rejected by the FIC.

- **Step 4:** Upon receiving an email from the FIC confirming successful account registration, the CO then logs onto the registration platform, using the Org ID and approved user credentials, to update and verify the institution’s details, by making changes where necessary.

Note: The mandatory details such as Email, Name, Trade As Name, Incorp. /Reg Number, Telephone and address details either must be provided or updated to ensure successful submission of all reports to the FIC.

- **Step 5:** Once confirmation has been sent by the FIC confirming the successful updating of the institutions details (account registration), the registration is complete if no further users need be added. The CO is now able to file reports with the FIC.

Note: If the entity requires the registration of further delegated users, then the CO must communicate the Org ID to these delegated users (including the Money Laundering Reporting Officers (MLROs)), so they can commence their user registration as an MLRO of the entity.

Note: Kindly now refer to the instructions in section 4 below on how to add delegated users including MLROs.

4 Please access the following document links to assist you with registration:

- Process flow diagram ([Click here](#));
- Registration guideline for accountable and reporting institutions ([Click here](#)).

11. Can I use my old login credentials from the previous registration and reporting platform on the new system?

Institutions cannot access the registration and reporting system with login credentials assigned on the previous registration and reporting system. When registering on the new registration system, a new username and password will be selected by the institution.

12. I have never registered with the FIC before and would like to register now

1 If you have not previously registered with the FIC, kindly follow the steps below to register:

- **Step 1:** Access the new platform on the FIC website using the link (https://goweb.fic.gov.za/goAMLWeb_PRD) and then click on “**register as an organisation**” to register your entity.
- **Step 2:** Ensure that the first person to register is the CO.

- **Step 3:** Complete all necessary fields on the system (both for the organisation and user) and attach a certified copy of an ID/passport of the CO and a signed authorisation letter from the entity when registering. The authorisation letter must be on the letterhead of the entity and must contain the user name and surname, ID/passport number, occupation of the user and the role of the user to be allocated on the system.
- **Step 4:** Once the registration form has been submitted a registration reference number (SHREG number), will be provided. The reference number is used for any registration related enquiries.
- **Step 5:** The CO will receive an email from the FIC confirming the approval or rejection of the registration and will confirm the entity's Org ID No. Once the registration has been approved, the CO is required to communicate the Org ID No to further delegated users (if any) within their institution who are permitted to use the system, where applicable. These users include MLROs.

Note: All delegated users, including MLROs must also register as users on the system by clicking on "*Register as a person*" and inserting the Org ID of their entity, to add themselves as a user of their institution.

Note: All delegated users, including the MLRO must also attach a clear/visible certified copy of an ID/passport and a signed authorisation letter from the entity when registering. The authorisation letter must be on the letterhead of the entity and must contain the user's full names, ID/Passport number, role in the organisation and authorised role on the registration and reporting platform (i.e. CO, MLRO All, MLRO Batch & MLRO Web etc.)..

Note: Kindly refer to the instructions in section 4 below to add MLROs.

2 Please access the following document links to assist you with registration:

- Process flow diagram ([click here](#))
- Registration guideline for accountable and reporting institutions ([click here](#))
- Public Compliance Communication 05A on Registration ([click here](#)).

- 3 Once the FIC has reviewed and approved the user details of the CO, an email will be sent by the FIC confirming successful account registration.

13. I have received a rejection message. What do I do?

The Centre will reject a registration in the following instance:

- No documentation was attached to the registration
- The documentation attached to the registration is incorrect (see [Which documents for registration will be required?](#))
- This was a duplicate registration
- The user details captured differ to the authorisation letter

When the registration is rejected, there will be comments added by the FIC official explaining the reason for rejection. Using these reasons, correct the documentation as required and resubmit the registration to the FIC. A new registration request is required.

14. I have received an approval message. What do I do?

An approval message means that your registration with the FIC has been approved.

For migrated profiles- If the “User” was approved, this now means they can log in with their username and update the entity information. If the “entity” is approved, this means that you may now login in and submit reports to the FIC.

For new registrations- The user and the entity would have been registered together. If so, the approval message means that both the user and the entity were registered and you may now log in and start submitting reports to the FIC.

15. What is a SHREG number and how do I use it?

A SHREG number is a unique system generated reference number. One will receive this number when any new registration, and/or amendment to an existing registration is made on goAML (example: the adding of a Compliance Officer (“user”). Receiving a SHREG

number indicates that the request has been successfully submitted to the FIC, and the number can be used as a reference in further correspondence with the FIC.

An example of this number is SHREG-160627 – 0000123

16. What is a delegation structure and how can I set one up?

The centralisation of registration is achieved by the process of delegation. This means that a head/main office of the accountable or reporting institution (AI/RI) is registered and the branches are linked to the head/main office profile. You will then only have 1 (one) Compliance Officer for all linked branches.

Only entities that have the same supervisory body may be delegated in one reporting structure (registration profile). Only branches of the AI/RI that are ground under the same FIC Act schedule item number may be delegated

Delegation may only be set up and approved by the FIC. If you require delegation structures please contact the FIC for further information and approval.

Please see PCC05A for a further information on this matter.

17. How do I add a Compliance Officer?

Only one Compliance Officer can be added per entity. The Compliance Officer would have been added when the entity registration was submitted to the FIC. Should the Compliance Officer have changed, the entity would need to register a new user, and in the authorisation letter specify that there is a removal of the previous officer and a replacement being added.

- 1 To access your institution to the new goAML system please follow the below steps:
 - **Step 1:** Access the goAML website by clicking on this link: (https://goweb.fic.gov.za/goAMLWeb_PRD)
 - **Step 2:** Click on “*Register as a person*” to commence the updating of registration related information.

Note: You are adding a Compliance Officer in order to access your profile. You are not registering your entity as a person.

- **Step 3:** Insert the Org ID and complete the registration form for the CO, and then add the relevant attachments and only then click “submit” to the FIC for approval.

Note: The authorisation letter must be on the letterhead of the entity and must contain the details of the CO user, such as user name and surname, ID/passport number, occupation of the user and the role of the user to be allocated on the system. It must explain that they previous CO is no longer in this position. If this is not attached, then the registration will be rejected by the FIC.

- **Step 4:** Upon receiving an email from the FIC confirming successful account registration, the CO then logs onto the registration platform, using the Org ID and approved user credentials, to update and verify the institution’s details, by making changes where necessary.

Note: The mandatory details such as Email, Name, Trade As Name, Incorp. /Reg Number, Telephone and address details either must be provided or updated to ensure successful submission of all reports to the FIC.

- **Step 5:** Once confirmation has been sent by the FIC confirming the successful updating of the institutions details (account registration), the registration is complete if no further users need be added. The CO is now able to file reports with the FIC.

Note: If the entity requires the registration of further delegated users, then the CO must communicate the Org ID to these delegated users (including the Money Laundering Reporting Officers (MLROs)), so they can commence their user registration as an MLRO of the entity.

Note: Kindly now refer to the instructions in section 4 below on how to add delegated users including MLROs.

- 4 Please access the following document links to assist you with registration:
- Process flow diagram ([Click here](#));
 - Registration guideline for accountable and reporting institutions ([Click here](#)).

18. What is a MLRO and how do I add one?

A MLRO is a Money Laundering Reporting Officer. The function of the MLRO in terms of the engagement with the FIC would be a reporting function. An MLRO has the access rights to upload a report to the FIC via goAML. They do not have the ability to update entity details, nor can they approve additional users.

- 1 Once the CO has received a registration confirmation from the FIC and has updated the entity details on the FIC system, the CO of the institution must communicate the Org ID to additional delegated users (including MLROs) within their organisation to enable them to register on the registration system.
- 2 Once the delegated users receive the Org ID from the CO, they must follow these steps to register:
 - **Step 1:** Navigate to the goAML website at (https://goweb.fic.gov.za/goAMLWeb_PRD) and **register as a person**.
 - **Step 2:** In the **organisation ID** field, provide the **Org ID** emailed to them by the CO.
 - **Step 3:** Attach a clear/visible certified copy of an ID/passport and a signed authorisation letter from the entity when registering. The authorisation letter must be on the letterhead of the entity and must contain the user's full names, ID/Passport number, role in your organisation and authorised role on the registration and reporting platform (i.e. CO, MLRO All, MLRO Batch & MLRO Web etc.).
 - **Step 4:** Once the delegated user has added their details, they must notify their CO who must first internally approve the delegated user's registration and thereafter the FIC will verify and approve the individual users and confirm such additional user credentials via email to the delegated user.

Note: Delegated users including MLROs must register by clicking on “Register as a person” and by inserting the Org ID No. of their entity, to add themselves as a user of their institution.

Note: The delegated user must attach a certified copy of their ID with a signed authorisation letter that is on the letterhead of the entity and must explaining their user details, such as user name and surname, ID/passport number, occupation of the user, and the type of user role to be allocated on the system.

3 Please access the following document links to assist you with registration:

- Process flow diagram ([click here](#)).
- Registration guideline for accountable and reporting institutions ([click here](#)).
- Public Compliance Communication 05A on Registration ([click here](#)).

19. I have had a previous registration and user approved, but now some information has changed for my entity. How do I update my entity details?

1. The CO must logon with his/her user login credentials and update the details of the institution.

2. To update entity details the CO must follow these steps:

- **Step 1:** The CO must login to the FIC system on this link https://goweb.fic.gov.za/goAMLWeb_PRD using the user login credentials they acquired during the registration process.
- **Step 2:** Once the CO has logged in, he/she must go to the **Admin** menu, then click on the **Active Organisations** menu, select the entity they want to update and click on **New Change Request**.
- **Step 3:** The CO must then update entity details like the name, registration number, license number, email, reporting obligation, telephone number, address of the institution etc.

3. The FIC will verify this information and upon approval send a detailed confirmation email to the institution. Upon receipt of this email, the CO of the institution must communicate the Org ID to their additional users to enable them to register on the system.

20. I am getting issues stating “validation not done in 5 days”, “incorrect sequence error”, or my validator cannot validate or has not received a validation email. What does this mean?

These are errors that are associated with using the previous registration and reporting platform. Please ensure that you are accessing the correct platform:

(https://goweb.fic.gov.za/goAMLWeb_PRD).

Should you be receiving these errors, please note that your registration request and/or amendment request has not been received by the FIC and will not be actioned. Please refer to “I previously registered with the FIC and have an AI/RI number. Do I have to do anything on the new registration system?”

21. My registration won't go through as I am getting errors. What must I do?

Please ensure to read the error message, as it contains the reason for the error. The most common errors include:

- The username is not valid - Usernames are unique, and if this name has already been used by another user, then you are required to select a new username. (see 5 How do I get a username).
- Phone number / address not captured – where fields are marked with an *, it means that this information is mandatory, and must be captured. In order to expand the fields where a “*” is noted, select the “+” button.
- Password failure - During the registration process a user must create a username and password. The password requirement is between five (05) to ten (10) alphanumeric characters and special characters, of which one (01) alpha character has to be in uppercase, e.g. Pass1!
- Any other technical error not discussed in this, or in “17 I am getting issues stating “validation not done in 5 days”, “incorrect sequence error”, or my validator cannot

validate or has not received a validation email. What does this mean?”, please send a screen snip of this through to the FIC and fic_feedback@fic.gov.za.

22. The goAML system won't allow my email address? What do I do?

It is very important to note that each registered entity as well as each registered user must use a unique email. Email addresses may not be shared or re-used for another entity.

This means that the same email address cannot be used in more than one registration. The entity and the user must have its own email address. If the Compliance Officer is the user for more than one entity, they would be required to have a unique email address for each registration (e.g. CO is the CO for 5 entities, they would need 5 different email addresses.)

23. I have forgotten my username. How do I obtain it?

Please contact the FIC to obtain this information. Please ensure to have the ORG ID number, and the ID number of the Compliance Officer.

You are not able to change your username. Usernames are only provided when registering a new user.

24. I have forgotten my password. How do I reset it?

- Go to the FIC's website, www.fic.gov.za, click on the "Registration" tab from the column on the left
- Select "REGISTER";
- Scroll to the bottom of the page and click the "click here to register" link;
- OR – access the link - https://goweb.fic.gov.za/goAMLWeb_PRD
- The goAML homepage will open;
- Click on "LOGIN" on the top right hand corner;
- Select "FORGOT PASSWORD" to bring up the reset password request page;
- Enter your username and email, then click on "SUBMIT".

- An email will be sent to you with a link to reset the password. Click on the link and capture your new password. Alternatively, copy and paste the link into your browser and click enter and capture your new password.

The password requirement is between five (05) to ten (10) alphanumeric characters and special characters, of which one (01) alpha character has to be in uppercase, e.g. Pass1!

25. I need to speak to someone to assist with my query

You can contact the FIC in the following ways:

- Log a Web Query – this is done by going to the FIC website, select Compliance Queries and submit the query; or access the following link: <http://www.fic.gov.za/Secure/Queries.aspx>.
- Email to fic_feedback@fic.gov.za
- Call the Compliance Contact Centre on 0860 222 200.

26. How do I submit a report to the FIC?

In order to report, the entity must be registered with the FIC. This registration must have been approved by the FIC for both the user and the entity.

Please refer to the following reporting guides to assist:

- STR manual (Click here)
- CTR manual (click here)

27. I want to report, but my registration has not been approved. What do I do?

Please advise the FIC of this. This FIC will then review your registration with priority. Please see revised Notice 01 for further discussion (click here)

28. My report has been rejected, what do I do?

Where a single web report has been rejected, the user that originally submitted the report must click on “Submitted Reports” menu, select “Web Reports” item, and then select the

applicable report and revert it. Once reverted it will go to the “Drafted Reports” menu, select “Not Submitted Web Reports” item. The applicable report will be visible for editing, remediation and re-submission.

29. I need assistance with Batch Reporters for remediation of failed/rejected reports

Batch reporters must insert the relevant reference number previously generated by the reporting platform in the “fiu_ref_number” field before submitting the report. It is critical that the reporter complete the “fiu_ref_number” in order for the FIC to tie back the remediated report with the previously failed/rejected report.

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