

12 March 2025

Important Notice: CRM Downtime & Alternative LOA Application Process

Dear Valued NRCS Industry Stakeholder,

We would like to inform you that our **Customer Relationship Management (CRM) system is unavailable** due to technical issues. We understand the inconvenience this may have caused when applying for and accessing **Letters of Authority (LOAs)**, and we sincerely apologise for any disruption to your operations. A precise restoration timeframe for the system is unavailable.

Alternative Application Process

- While we work on restoring the system, please use the **Energy Efficiency Application platform** to submit your LOA applications.
- To mitigate further delays for clients with pending LOA applications on the CRM, the industry is encouraged to resubmit all the outstanding LOA applications submitted via the CRM system onto the EE Safety Database at no cost.
- To prevent duplicate charges, clients should ensure that the SR number of the old application and the PO/POP/Invoice number are provided under the "Fees & Declarations" section
- For optimal system compatibility, please access the system using either Firefox or Microsoft Edge web browsers.

This platform remains fully operational and can be accessed here:

<https://www.applianceregistrationdatabase.org.za/>

Applications can be submitted for:

- **All Safety Products VCs**
- **Energy Efficiency VCs**, except for the following:
 - Electric Motors (**VC 9113**)
 - Electric Lamps (**VC 9109**)
 - Streaming Devices (**VC 9008**)
 - Monitors & Displays (**VC 9008**)

Head Office

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Please note: Applications for **Sales Permits, RCC, and AC** are currently unavailable. We are actively working on incorporating these before **31 March 2025**.

We appreciate your patience and cooperation during this period. We will provide updates as soon as the CRM system is restored. For any assistance or further inquiries, please do not hesitate to contact us.

**Kind Regards,
NRCS ICT BU**

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