



## CORPORATE AFFAIRS AND INTELLECTUAL PROPERTY OFFICE

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A division of the Ministry of International Business and Industry, BARBADOS

## QUERY & TICKET MANAGEMENT SYSTEM

**USER MANNUAL FILE (FO USER)**

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## 1. Introduction and Accessing CAIPO Portal

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This document is the help for Incorporation Services in the new system. To access the new portal, navigate to **www.caipo.gov.bb**. The new CAIPO portal is compatible with the following browsers: Chrome 70+ / Firefox 70+ / IE 12+.

Users are advised to refer to the latest help file available under **<pathway>**

For accessing the Incorporation services on the website follow below navigation **<link>**

## 2. Contact@CAIPO

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For any issues, users can raise any concern to CAIPO and may call the given Toll-Free Helpline number given on the CAIPO Portal or raise a request using the "Contact@CAIPO" page.

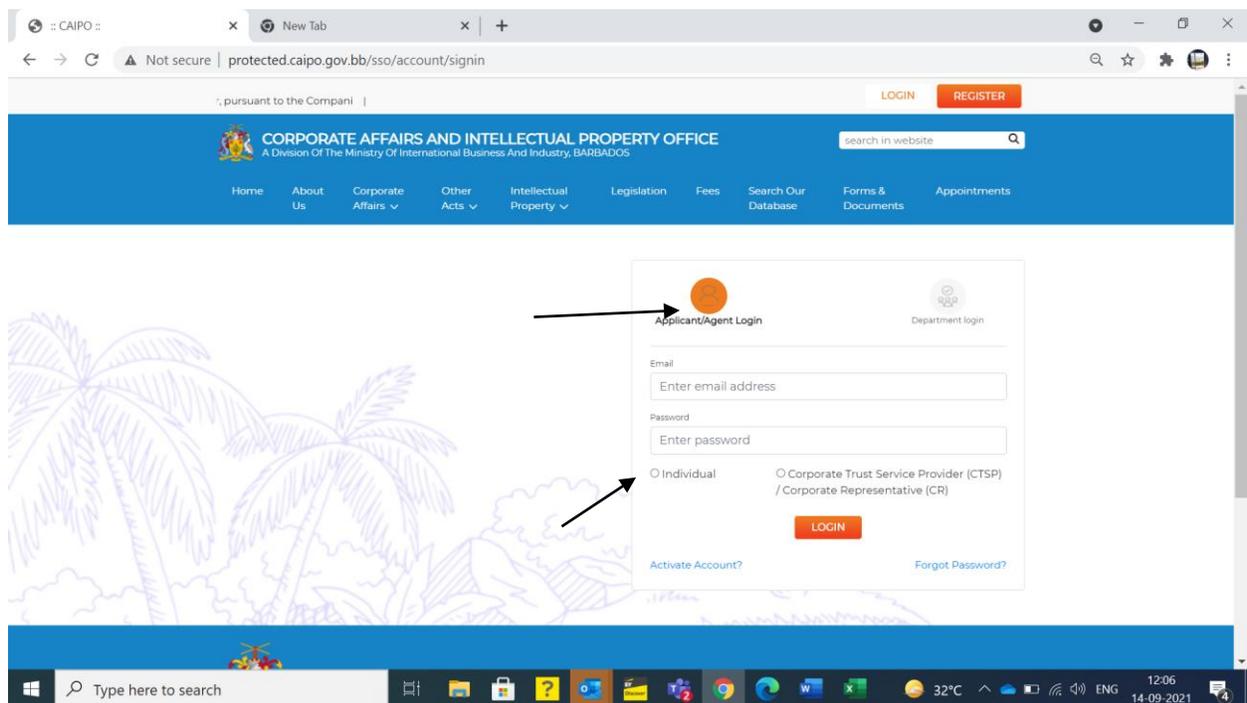
### 3. Login to the new Portal

To Login on Corporate Affairs and Intellectual Property Office (CAIPO) portal you would require:

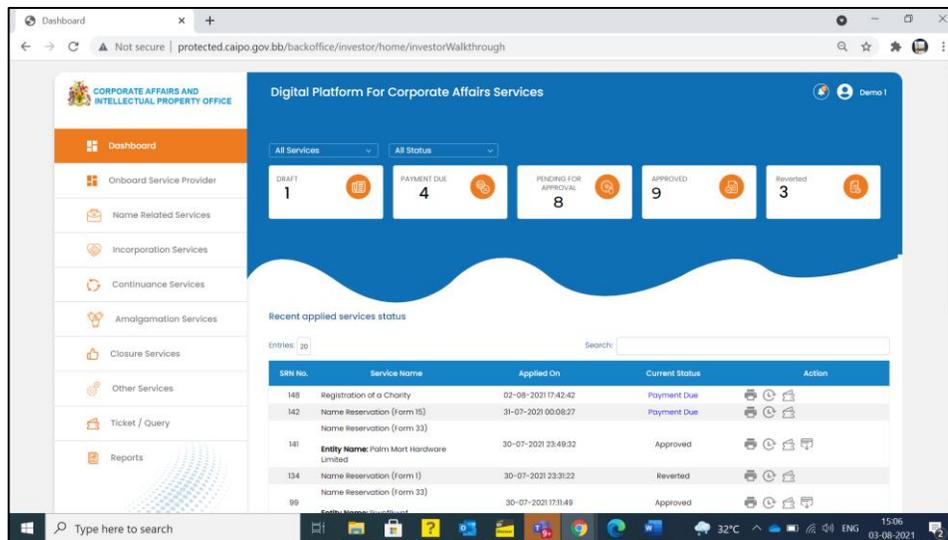
- a) Internet Connection
- a) Valid User ID and password provided to log in

Then proceed with the following steps:

1. Visit the CAIPO website and proceed with Login by entering the User ID and Password then click on the Login button to log in to the system.



2. On successful login, Home page will be displayed with Basic details in Dashboard like Application in Draft, Payment Due, Applications approved etc. against the SRN No. and Service Name. Offered services will be displayed in the left pane of the screen.



## 4. Query Management

### Introduction

It is a tool that allow the user to raise queries regarding different functional flows

### STEP 1: LOGIN

- On opening the portal, the user can see two options which are **login** and **register**
- After selecting **the applicant login** enter the required fields
- After entering the details, the user can choose between **Individual** or **Corporate Trust Service Provider (CTSP) / Corporate Representative (CR)**.
- User now can see the dashboard which has different service options
- Clicking on the **Ticket/Query** would let the user to raise a Query.

The screenshot displays the 'Digital Platform For Corporate Affairs Services' interface. The left-hand navigation menu includes options such as 'Dashboard', 'Onboard CTSP / CR', 'Name Related Services', 'Incorporation Services', 'Continuance Services', 'Amalgamation Services', 'Closure Services', and 'Other Services'. The 'Ticket / Query' option is highlighted with a red circle. The main dashboard area features a 'Welcome to Digital Corporate Registry System' message and a 'Ticket Summary' section. This section contains six data cards: 'Total Tickets' (6), 'Closed' (0), 'Open' (6), 'Reverted' (0), 'Resolved' (0), and 'Reopened' (0). A 'Create new Ticket' button is located below these cards. At the bottom, a table header is visible with columns for 'Ticket ID', 'SRN', 'Ticket Type', 'Service Category', 'Service Name', 'Status', 'Created on', and 'Action'. The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray information including the date '14-09-2021' and time '12:08'.

## STEP 2: CREATE QUERY

- Once the User lands up on the **Ticket/Query dashboard**, it'll be able to see the data regarding the queries raised such as: Total queries raised, Number of Queries closed, Number of open queries, Number of pending Queries.

The screenshot shows the 'Digital Platform For Corporate Affairs Services' interface. The left sidebar contains a navigation menu with options: Dashboard, Onboard CTSP / CR, Name Related Services, Incorporation Services, Continuance Services, Amalgamation Services, Closure Services, Other Services, and Ticket / Query (highlighted in orange). The main content area displays a 'Welcome to Digital Corporate Registry System' message and a 'Query Summary' dashboard. The dashboard includes a 'Query Summary' tab (highlighted with a red box), a summary card with 5 Total Query, 1 Closed, and 4 Open, and a 'Create new Query' button (highlighted with a red box). Below the summary is a table of query entries.

Query Id	Query Type	Service Category	Service Name	Status	Created on	Action
21126	Technical	Name Related Services	Business Name Cessation	Open	10, Sep 2021 01:14 pm	
21125	Functional	Name Related Services	Company Name Reservation	Open	10, Sep 2021 01:11 pm	

- After selecting the Ticket/Query option, the user needs to click “**Create new Query**” to raise the query.

This screenshot is similar to the first one, showing the 'Query Summary' dashboard. The 'Create new Query' button is highlighted with a red box. The table below the dashboard shows a list of query entries.

Query Id	Query Type	Service Category	Service Name	Status	Created on	Action
21126	Technical	Name Related Services	Business Name Cessation	Open	10, Sep 2021 01:14 pm	
21125	Functional	Name Related Services	Company Name Reservation	Open	10, Sep 2021 01:11 pm	
21124	Technical			Open	28, Aug 2021 07:24 am	
21122	Technical	Incorporation Services	Registration of a Charity	Closed	16, Aug 2021 06:48 am	
21121	Functional	Incorporation Services	Registration of a Charity	Open	16, Aug 2021 06:02 am	

- After clicking “**Create new query**”, the user would be redirected to the query page where Mobile Number and User Email ID would be auto populated.
- The user needs to select the type of Query from the dropdown option available in “**Query Type**”, Select the **Service Category** across the different services provided from the available dropdown options.

The screenshot shows a web browser window displaying the 'RAISE A NEW QUERY' form. The browser address bar shows 'protected.caipo.gov.bb/backoffice/queries/default/index/tq'. The page title is 'INTELLECTUAL PROPERTY OFFICE'. The form is titled 'Welcome to Digital Corporate Registry System' and 'RAISE A NEW QUERY'. The form fields are: Mobile Number (8745958745), Email (demo@gmail.com), Query Type (Technical), Service Category (Incorporation Services), Service Name (Select Service Name), Subject (Enter Subject of Query), and Message (Enter your Message here). A 'Submit' button is located at the bottom right of the form. The form is highlighted with a red border.

- Once the user selects the Service from “**Service Category**”, the Service name would be populated according to the Service Category. The user needs to select the Service name from the available dropdown options to raise the query.

The screenshot shows a web browser window with the URL `protected.caipo.gov.bb/backoffice/queries/default/index/tq`. The page title is "Digital Platform for Corporate Affairs Services". The breadcrumb trail is "Home / Ticket & Query / Your Query Details". The main heading is "Welcome to Digital Corporate Registry System". Below this is a blue bar with the text "RAISE A NEW QUERY". The form contains the following fields:

- Mobile Number \*: 8745958745
- Email \*: dumal@ipr.gov.bb
- Query Type \*: Technical
- Service Category: Incorporation Services
- Service Name: A dropdown menu is open, showing a search bar and a list of options. The first option, "Incorporation of a Company", is highlighted in red.

At the bottom right of the form is a blue "Submit" button with a checkmark icon. The Windows taskbar at the bottom shows the search bar, task view, and various application icons. The system tray shows the temperature (32°C), time (12:11), and date (14-09-2021).

- After selecting the Service Name from the available dropdown options, the user needs to mention the Subject of the query inside the **"Subject"** field
- After giving the "Subject" to the query, the user needs to raise the query by mentioning it inside the **"Message"** box.

The screenshot shows a web browser window with the URL `protected.caipo.gov.bb/backoffice/queries/default/index/tq`. The page title is "Welcome to Digital Corporate Registry System". The main heading is "RAISE A NEW QUERY". The form contains the following fields:

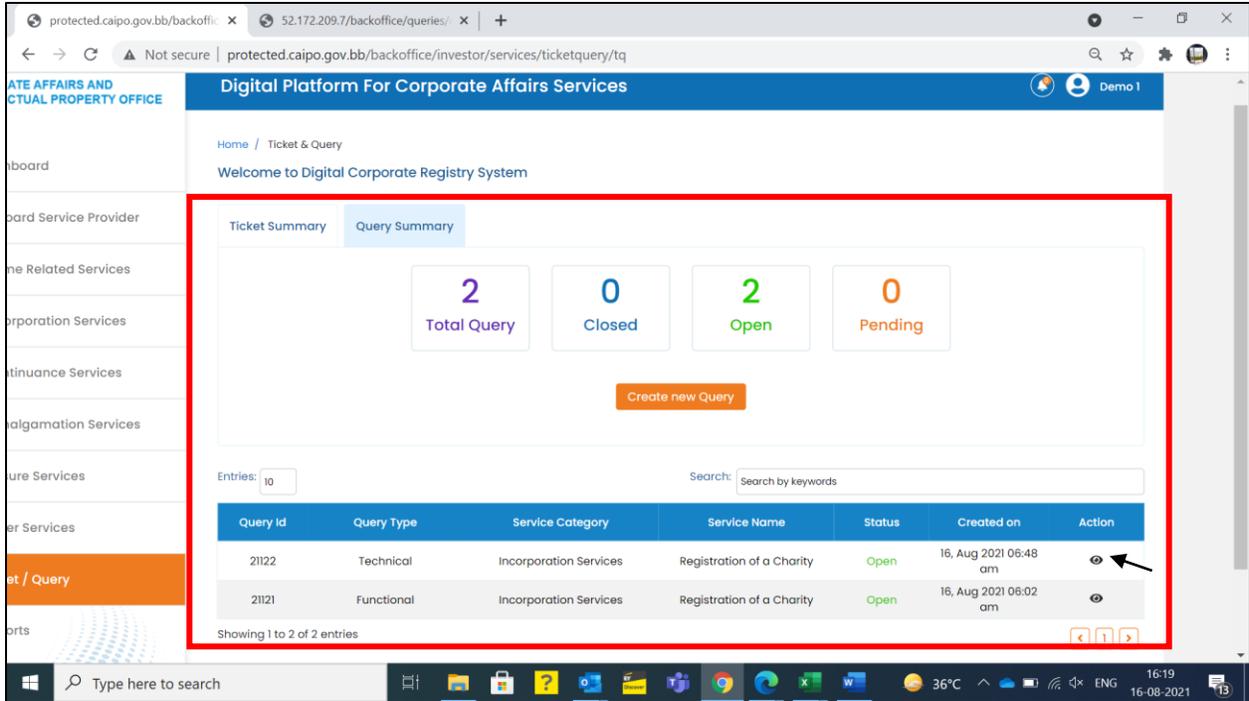
- Mobile Number \* (8745958745)
- Email \* (demo@gmail.com)
- Query Type \* (Technical)
- Service Category (Incorporation Services)
- Service Name (Incorporation of Company)
- Subject \* (Enter Subject of Query)
- Message \* (Enter your Message here)

A red rectangular box highlights the "Subject" and "Message" input fields. A black arrow points to the "Submit" button, which has a checkmark icon and the text "Submit".

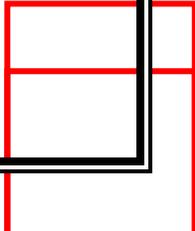
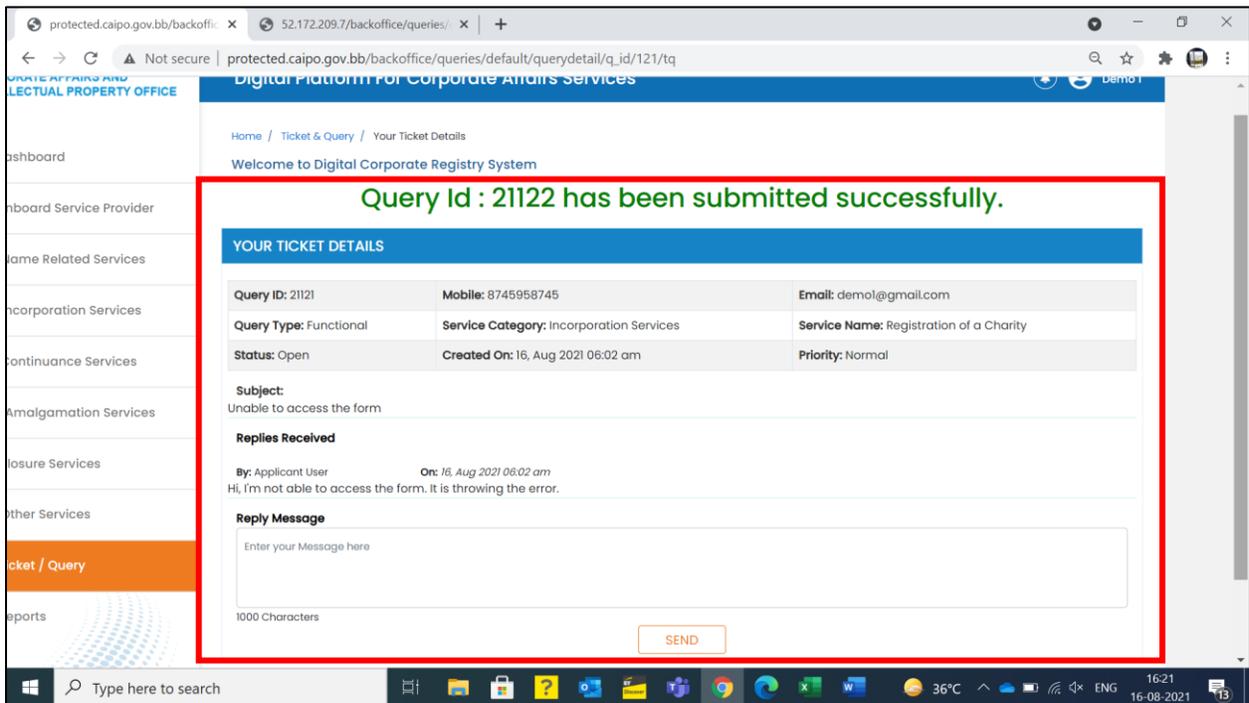
- Once the user enters the message, click on **“Submit”** to submit the query.

### **STEP 3: MANAGE QUERY**

- After submitting the query, the user would be redirected to the **Ticket/Query dashboard** from where it can track/view the raised query.



- Upon clicking on the “View (eye)” action option, the user would be able to see the query details such as Query ID, Query Type, Status, reply from the support etc.



## 5. Ticket Management

### Introduction

It can be used to raise, manage the support tickets.

### STEP 1: LOGIN

- On opening the portal, the user can see two options which are **login** and **register**
- After selecting **the applicant login** enter the required fields
- Out of 2 options: **individual** or **service provider**, the user needs to choose “Individual” to login
- User now can see the dashboard which has different service options
- Clicking on the **Ticket/Query** would let the user to raise a Ticket

protected.caipo.gov.bb/backoffice/ investor/services/ticketquery/tq

Welcome to Digital Corporate Registry System

Ticket Summary Query Summary

6 Total Tickets 0 Closed 6 Open 0 Reverted 0 Resolved 0 Reopened

Create new Ticket

Entries: 10 Search:

Ticket ID	SRN	Ticket Type	Service Category	Service Name	Status	Created on	Action
2198	3	Technical	Name Related Services	Company Name Reservation	Open	14, Sep 2021 01:48 am	
2197	4	Functional	Name Related Services	Company Name Reservation	Open	13, Sep 2021 11:51 pm	
2195	4	Functional	Name Related Services	Company Name Reservation	Open	28, Aug 2021 07:23 am	
2194	3	Functional	Name Related Services	Company Name Reservation	Open	28, Aug 2021 05:53 am	
2191	15	Technical	Name Related Services	Company Name Reservation	Open	17, Aug 2021 12:10 am	

### STEP 2: CREATE TICKET

- Once the User lands up on the Ticket/Query dashboard, it'll be able to see the **User Ticket Summary** such as: Total Tickets raised, Number of Tickets closed, Number of open Tickets, Number of pending Tickets.

The screenshot displays the 'Welcome to Digital Corporate Registry System' interface. The left sidebar contains navigation options: Onboard CTSP / CR, Name Related Services, Incorporation Services, Continuance Services, Amalgamation Services, Closure Services, Other Services, and Ticket / Query (highlighted in orange). The main content area shows a 'Ticket Summary' dashboard with a red box highlighting the 'Ticket Summary' tab and a larger red box around the summary cards. The summary cards display: Total Tickets (6), Closed (0), Open (6), Reverted (0), Resolved (0), and Reopened (0). Below the cards is a 'Create new Ticket' button. A table below shows a list of tickets with columns: Ticket ID, SRN, Ticket Type, Service Category, Service Name, Status, Created on, and Action.

Ticket ID	SRN	Ticket Type	Service Category	Service Name	Status	Created on	Action
2198	3	Technical	Name Related Services	Company Name Reservation	Open	14, Sep 2021 01:48 am	👁
2197	4	Functional	Name Related Services	Company Name Reservation	Open	13, Sep 2021 11:51 pm	👁
2195	4	Functional	Name Related Services	Company Name Reservation	Open	28, Aug 2021 07:23 am	👁
2194	3	Functional	Name Related Services	Company Name Reservation	Open	28, Aug 2021 05:53 am	👁
2191	15	Technical	Name Related Services	Company Name Reservation	Open	17, Aug 2021 12:10 am	👁

- After selecting the Ticket/Query option, the user needs to click **“Create new Ticket”** to raise the Ticket.

This is a close-up view of the 'Create new Ticket' button, which is circled in red. The button is orange with white text. The background shows the same dashboard as the previous screenshot, but the focus is on the button.

- After clicking **“Create new Ticket”**, the user would be redirected to the **“Raise a new Ticket”** page. Here the user needs to select the SRN (Application ID) from the dropdown option for which the user wants to raise the ticket.

The screenshot displays the 'RAISE A NEW TICKET' interface. The page header includes the title 'Digital Platform For Corporate Affairs Services' and a user profile 'Demo 1'. The breadcrumb trail shows 'Home / Ticket & Query / Your Ticket Details'. The main content area is titled 'RAISE A NEW TICKET' and contains the following fields:

- SRN (Application ID) \***: A dropdown menu with the label 'Select Service SRN'. The dropdown is open, showing a list of options: 'Other', '3', '4', '6', '13', '14', '15' (highlighted), '16', '17', '21', '31', '32', '38', '39', '40', '42', '43', '71', '77'.
- Ticket Type \***: A dropdown menu with the label 'Select Ticket Type'.
- Service Name**: A dropdown menu with the label 'Select Service Name'.

At the bottom of the form, there is a character count: '1000 Characters'. The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray information including the date '17-08-2021' and time '09:32'.

- Once the required SRN is selected, the other fields such as **“Service Category”** and **“Service name”** would be auto filled based on the selected SRN.
- After selecting the required SRN, the user needs to select the **“Ticket Type”** from the given options in dropdown

protected.caipo.gov.bb/backoffice: x +

Not secure | protected.caipo.gov.bb/backoffice/ticketing/default/index/tq

### Digital Platform For Corporate Affairs Services

Home / Ticket & Query / Your Ticket Details

Welcome to Digital Corporate Registry System

#### RAISE A NEW TICKET

SRN (Application ID) \*

16

Service Category

Name Related Services

Subject \*

Enter Subject of Ticket

Message \*

Enter your Message here

1000 Characters

Upload Supporting Document

Ticket Type \*

Select Ticket Type

- Functional
- Technical
- Other
- NAME RESERVATION

Type here to search

33°C

ENG

09:35

17-08-2021

- After selecting the **“Ticket Type”** from the available dropdown options, the user needs to mention the Subject of the Ticket inside the **“Subject”** field.
- After giving a **“Subject”** to the Ticket, the user needs to raise the Ticket by mentioning it inside the **“Message”** box and upload the **supporting documents** if any.

The screenshot shows a web browser window with the URL `protected.caipo.gov.bb/backoffice/ticketing/default/index/tq`. The interface includes a sidebar with navigation options: Continuance Services, Amalgamation Services, Closure Services, Other Services, Ticket / Query (highlighted), and Reports. The main content area contains a form with the following fields:

- Subject \***: A text input field containing the text "Unable to make the payment".
- Message \***: A text area containing the text "I'm not able to make the payment after submitting the application. It restrict me to the payment gateway. Please suggest a workaround." Below this field is a character count: "860 Characters".
- Upload Supporting Document**: A section with a file upload area showing a preview of a document named "LPG (122.81 KB)". Below the preview are "Upload" and "BROWSE ..." buttons, with a note: "(Please upload PDF, JPG, PNG only.)".
- Submit**: An orange button at the bottom right of the form, indicated by a black arrow.

- Once the user enters the message, click on “**Submit**” to submit the ticket.

### STEP 3: MANAGE TICKET

- After submitting the ticket, the user would be redirected to the **Ticket/Query dashboard** from where it can track/view the raised Ticket or manage the existing tickets.

protected.caipo.gov.bb/backoffice/ investor/services/ticketquery/tq

6 Total Tickets, 0 Closed, 6 Open, 0 Reverted, 0 Resolved, 0 Reopened

Create new Ticket

Entries: 10 Search: [ ]

Ticket ID	SRN	Ticket Type	Service Category	Service Name	Status	Created on	Action
2198	3	Technical	Name Related Services	Company Name Reservation	Open	14, Sep 2021 01:48 am	View
2197	4	Functional	Name Related Services	Company Name Reservation	Open	13, Sep 2021 11:51 pm	View
2195	4	Functional	Name Related Services	Company Name Reservation	Open	28, Aug 2021 07:23 am	View
2194	3	Functional	Name Related Services	Company Name Reservation	Open	28, Aug 2021 05:53 am	View
2191	15	Technical	Name Related Services	Company Name Reservation	Open	17, Aug 2021 12:10 am	View
2190	14	Functional	Name Related Services	Company Name Reservation	Open	16, Aug 2021 11:48 pm	View

Showing 1 to 6 of 6 entries

- Upon clicking on the “View (eye)” action option, the user would be able to see the **Ticket details** such as Ticket ID, SRN, Status, reply from the support etc.

protected.caipo.gov.bb/backoffice/ ticketing/default/ticketdetail/sm\_91/tq

Digital Platform For Corporate Affairs Services

Home / Ticket & Query / Your Ticket Details

Welcome to Digital Corporate Registry System

**YOUR TICKET DETAILS**

Ticket ID: 2191 SRN: 15 Service Category: Name Related Services

Service Name: Name Reservation Status: Open Created On: 17, Aug 2021 12:10 am

**Subject:**  
Unable to make the payment

**Replies Received**

By: Applicant User On: 17, Aug 2021 12:10 am  
I'm not able to make the payment after submitting the application. It restrict me to the payment gateway. Please suggest a workaround.

**Reply Message**

Enter your Message here

1000 Characters

SEND