

## USHINTSHO: FREQUENTLY ASKED QUESTIONS

- 1. What is Ushintsho?** The Ushintsho Programme forms part of SAICA's digital transformation journey to significantly improve member experience, drive business process improvements, implement a modern Customer Relationship Management (CRM) system, and optimise SAICA's IT architecture.
- 2. Why is SAICA embarking on the Ushintsho journey?** SAICA's strategic objective is to enable effective, efficient and convenient member engagement (Simpler, Better, Faster). The changes brought about by Ushintsho will enable SAICA to reach this objective.
- 3. How will Ushintsho be implemented?** The Programme is being implemented in 6 stages to seamlessly land the changes. The first stage (Stage 0) delivered the blueprint for the full Programme. SAICA is currently in Stage 1 which involves the development and implementation of functionality to support Member Profile Management and Contact Centre processes. Stage 1 will introduce a new Member Portal (Portal) to members (also referred to as the web portal), once SAICA has gone live with Stage 1.
- 4. What will be available on the Portal and what are the Stage 1 benefits to members?**
  - Members will have a self-service portal to log technical and non-technical queries that will allow them to view and track the status of queries to SAICA
  - Members will experience improved turnaround time from SAICA in response to queries logged on the Portal
  - Direct communication with SAICA will be available via the Portal. Members will be able to view communication trails with SAICA on the Portal, as communication is saved on the Portal
  - Members will be able to request confirmation letters and affidavits via the Portal. The Portal will perform the necessary verification and issue confirmations immediately if the verification is successful, thereby improving member experience
  - Upon the closing of member queries, the Portal will immediately generate a member feedback survey. This will be an opportunity for members to provide feedback to SAICA on member experience, so that SAICA will be able to continuously improve the way we service our members
  - New members will be able to apply for membership via the Portal. This new electronic process will reduce processing times of new member applications, thereby improving new member experience. Members will also be able to view the status of their online membership application

5. **As a member, can I access E-IFRS, CPD and Click2Start on the Portal?** Members will not be able to access these services on the Portal. All existing services will be available on the SAICA website as per usual (using your existing login), up until these are migrated to the Portal in future Ushintsho stages.
6. **Why will members need two logins when the Portal launches?** SAICA's medium- to long-term goal is to have a single login for members so they are able to use the Portal for all core services, however, not all services on the SAICA website will be available on the Portal when Stage 1 is live. More services will become available on the Portal as Ushintsho goes live with future stages.

