



## Frequently Asked Questions

### FAQ | Applications & Payments

The KUSA office receives hundreds of applications every week and we need your cooperation to ensure that your applications are processed smoothly. Your co-operation will be greatly appreciated.



### Complete applications

KUSA members must ensure that all applications are submitted to the KUSA office with the appropriate proof of payment. Applications will be considered incomplete unless proof of payment accompanies application documentation and such an application will not be processed.

### Completion of Official Documents

In order to avoid possible rejection of applications it is kindly requested that members/non-members use their title, full initials and surname on all official documents at all times.

*For example: (Surname, Initials and title)*

### Postage - Pre Paid Speed Services

Members are requested NOT to include prepaid Speed Service envelopes with applications. Prepaid envelopes are date stamped and are only valid for use for that date. As applications take up to two weeks to process, the prepaid endorsement would have expired by the time of postage.

If applicants wish to have certificates sent via the overnight Counter to Counter Speed Services facility, an amount of R99.00 must be added to fees paid.



## Rejected / Withdrawn Applications

All applications that are rejected due to requirements not being met or which are voluntarily withdrawn by applicants, prior to completion of processing, will incur an administration charge to defray admin and bank charges incurred. R100.00 of the application fee will be retained. The balance will be refunded via electronic funds transfer into applicant's bank account.

*If you have any other questions or queries regarding the processing of applications, contact the KUSA office at [info@kusa.co.za](mailto:info@kusa.co.za) or call us on 021 423 9027.*



## NB: Login to access the KUSA Online Services Transaction Menu (Restricted to Registered Users only)

- KUSA Online Services - Operating Instructions
- Litter Registration
- Single Dog Registration
- Affix Kennel Name Application
- Trial Mating - 5 Gen. Ped.
- Dog image upload



## Bank deposits

When making an electronic funds transfer or direct deposit into the KUSA bank account, members & clubs are reminded to always use their membership number as a reference. Non members are requested to please use their initials and surname as a reference. Failure to do this may result in the processing of applications being delayed.

Please note, a direct deposit into KUSA's bank account is not considered as proof of payment. A copy of the bank deposit slip or electronic funds transfer must be attached to the application documentation. Failure to do so may result in applications being delayed or rejected. If proof of payment is not received within 10 working days of receipt of application documentation, KUSA reserves the right to reject the application and return the documentation to the applicant.