Guideline on External Searches 2021

The ***External Search*** process was developed to provide a pre-screening functionality, to assist provincial / municipal role players to understand the profile of households within a specific area ear-marked for development.

The results of the External Process **cannot** and **should not be used** to exclude / decline a household from submitting a housing subsidy application form.

Furthermore, the results returned via the External Search process are not linked or interpreted based on the rules of a specific programme and the associated application types as contained in the National Housing Code and processed via HSS.

During the ***External Search*** process, information is collected from the six validation data sets based on the identity numbers that forms part of external searches spreadsheet:

The identity numbers captured will be validated against the following six databases:
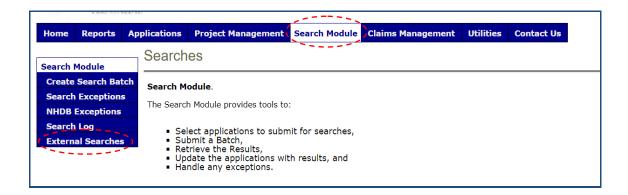
- Population Register - The process against the population register was implemented to verify if the identity numbers submitted:
    - exists on the population register,
    - the associated marital status; and
    - if the person is decease or not.
- Deeds Database - to verify if any property is / was registered in the name of the person.
    - Title Deed related information is contained in various databases linked to regions. The **costs** associated with a title deed search

are gazetted on a yearly basis by the Deeds Office which is the custodian of title deeds in the country.

- o Therefore, HSS Online User/s must be cautious when selecting identity numbers for the search/validation process due to the **costs associated** to it.
- o The Deeds Database is the only search/validation process that has a cost related thereto.

- NHSDB - The process against the National Housing Subsidy Database (NHSDB) was implemented to cross-check for any duplicate subsidies; to indicate if the person has not previously benefitted from a housing subsidy.

- PERSAL - to verify the income indicated, and if the person is employed by a government department.

- UIF – to verify if the person contributes to the *Unemployment Insurance Fund*.

- GEPF - is to verify if the person is receiving a monthly income (pension) from the *Government Employee Pension Fund*.
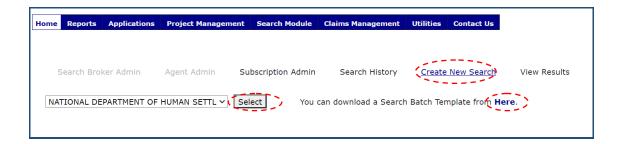
B   HOW TO CREATE AN EXTERNAL SEARCH BATCH

In order to create an *external search batch*, the registered HSS Online User needs to logon into HSS Online and follow the steps outlined below:
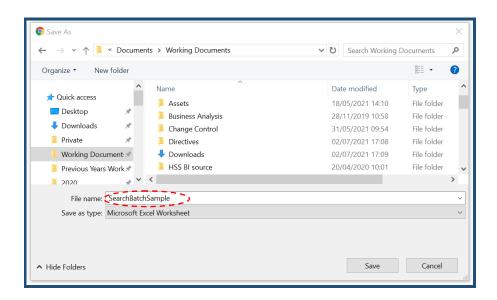
1.   **Click** on the "*Search Module*" **tab** at the top of the screen.

2.   **Select** "*External Searches*" from the **tab** on the left hand side of the screen, as indicated below:

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3. A *new window* will open and then **click** "*Create New Search*".

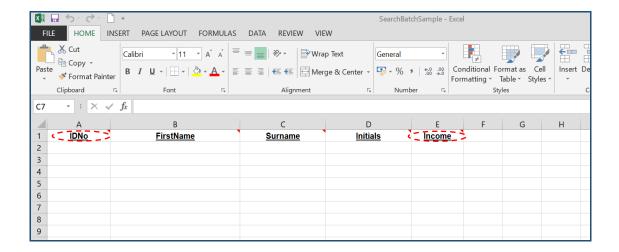4. Click the "**Select**" next to the company subscriber to create the new external search.

5. **Click** on "**Here**" to download the "*Search Batch Template*".

6. Save the document template named *"SearchBatchSample"* in a location where you can easily find it again.
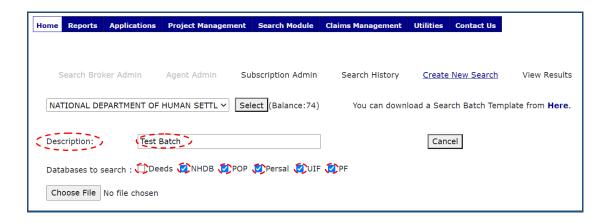

7. **Open** the saved "*Search Batch Template*" that you downloaded with *Excel* and populate the required fields with valid information.

- Ensure that the **IDNo column** only contains a 13 digit number.

- The **Income column** should only contain whole numbers. No cents with a "**.**" or "**,**" should be captured in the column.
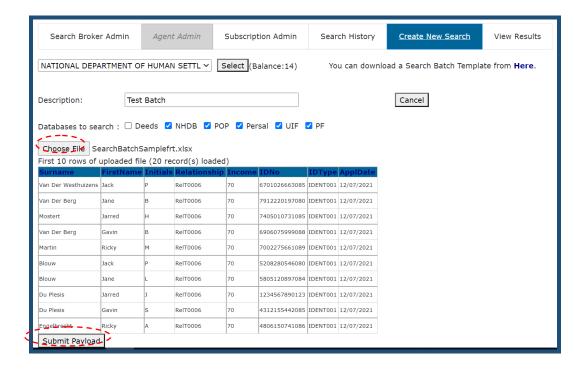
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8. Do not use **_any special characters_** in **any** of the **fields** as this negatively affects the search process for example: commas (,) Full Stop (.) Apostrophes (') Inverted commas (") Dash (-) Back / Front Slash (/ \).

9. **Save** the spreadsheet that you have populated in a known location on your computer.

10. **Alt Tab back** to HSS Online - "**_Create New Search_**" screen and capture a description for the search batch you are submitting in the **text box** next to the **Description** field.

11. **Click** on the _select boxes in the_ **"Databases to search"** next to each database that the search must be executed against.

   - **Deeds** – Search for any registered title deed; **De-select** the deeds option unless you have obtained **permission** to request a search against the Deeds Databases due to the **financial implication** of conducting a deeds search;

- NHDB – National Housing Subsidy Database;
- POP – Population Register;
- PERSAL – PERSAL;
- UIF – Unemployment Insurance Fund; and
- PF – Government Pension Fund.

12. **Click** on the **text box** – *Choose File.*

13. Navigate to the directory on your computer where you have *saved* your excel spreadsheet and select the relevant file. ***Ensure that you have selected the correct file***.
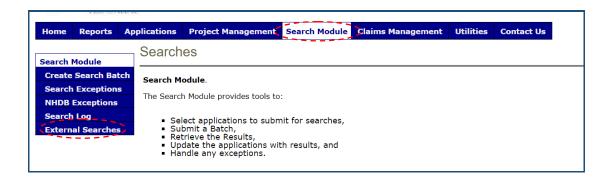

14. **Click** the "*Submit Payload*" **text box** at the bottom of the page. This action will submit your file for searches against the databases that you have selected.

15. *The outcome / results of the search process will be available the next working day*.
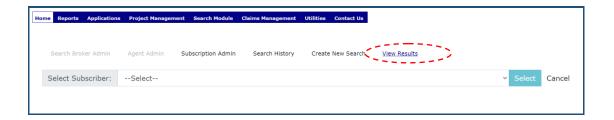
16. Ensure you **click** the "*Logoff*" **button**.

C VIEWING EXTERNAL SEARCH BATCH RESULTS

17. In order to *view* the results of the external search batch that you have created, logon to HSS Online and follow the steps outlined below:

18. **Click** on the "*Search Module*" **tab** at the top of the screen.

19. **Select** "*External Searches*" from the **tab** on the left hand side of the screen, as indicated below:
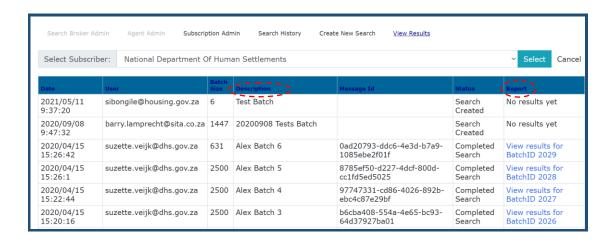

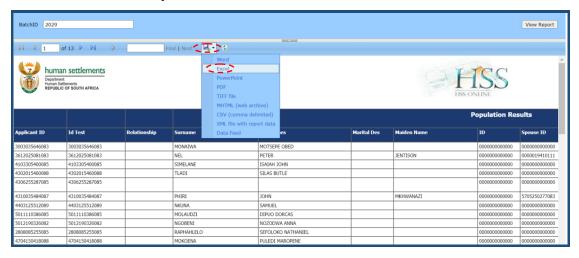20. On the **new window** that opened **click** "*View Results*".

21. **Click on** the **down arrow** next to the **text box** "*Select Subscriber*" and scroll until you find the subscriber that you have selected to create the external search batch and **click** "Select".

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22. After you have selected the subscriber name that you have used, a new window will open. **Scroll** to find your search results, use the *"Description" field* to find / identify your external search batch.

23. **Click** on "*View results for batch ID*" next to the name that you have used to create your external search batch, under the **field** "*Report*".

24. To export your search results after you have **clicked** on "*View results for batch ID*", **select** the **export button** on the **main menu** and scroll to "*Excel*" on the **drop down** menu.

25. Your report will be exported to excel where you can save report it on your machine.

26. Ensure you **click** the "*Logoff*" **button**.