



the dtic

Department:
Trade, Industry and Competition
REPUBLIC OF SOUTH AFRICA

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AGRO-PROCESSING SUPPORT SCHEME (APSS)

APSS ONLINE INCENTIVE SOLUTION (OIS)

ISSUED BY: STRATEGIC PARTNERSHIPS & CUSTOMER CARE, CHIEF DIRECTORATE:
INCENTIVES BRANCH (IB), **the dtic**

EFFECTIVE DATE: 1 JUNE 2026

1. PURPOSE

- 1.1 This serves as an announcement from the Department of Trade, Industry and Competition (**the dtic**) regarding the latest improvements made to the application process for the Agro-Processing Support Scheme (APSS).
- 1.2 These improvements include the implementation of an Online Incentive Solution (OIS) for online submission of applications. The OIS facilitates updates regarding the status of an application during processing to improve service delivery and response time.

2. DETAILS OF IMPLEMENTATION

- 2.1 From **1 June 2026** all applications must be submitted through the OIS platform at <https://oisportal.thedtic.gov.za/>.
- 2.2 From **1 June 2026** APSS will no longer accept applications submitted through the Online APSS Proxy. Exceptions will be made for existing applications and applications submitted up to and including 31 May 2026 as these will be evaluated outside of the system.
- 2.3 Please note:
 - All claims must be submitted to the APSS claims proxy email.
 - All existing application-related queries and/ or information must be submitted to the official APSS contact email: APSScontact@thedtic.gov.za.

- 2.4 Application submission link: <https://oisportal.thedtic.gov.za/>

3. IMPORTANT CONTACT DETAILS

- 3.1 Technical OIS Assistance:
 - Ms Hermina Lewis HLewis@thedtic.gov.za
 - Ms Mmakopa Makwela MMakwela@thedtic.gov.za

Lefapha la Dikgwebisano, Diintaseteri le Tlholisano • Lefapha la Kgwebo Indasteri le Phadišhano • uMnyango wezoHwebo neZimboni kanye noMncintiswano • Muhasho wa zwa Mbambadzo, Makwevho na Muṭaṭišano • Die Departement van Handel, Nywerheid en Mededinging • Kgoro ya Kgwebo Indasteri le Kgaisano • Ndzawulo ya Vuxavisi, Mabindzu na Mphikizano • Litiko leTekuhweba tiMboni neKuncintiswano • ISebe lezoRhwebo noShishino kunye noKhuphiswano • UmNyango wezokuRhwebelana, amaBubulo nama Phaliswano



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3.2 APSS enquiries:

Name of officials	Emails	Landline
Ms Bernice Clacher	BClacher@thedtic.gov.za	012 394 1263
Ms Semakaleng Mangwedi	smangwedi@thedtic.gov.za	012 394 1073
Ms Rinny Mmakau	rmmakau@thedtic.gov.za	012 394 1618

3.3 Guidelines and application enquiries:

<https://www.thedtic.gov.za/financial-and-non-financial-support/incentives/agro-processing-support-scheme/>

3.4 the dtic Call Centre: 0861 843 384