Ministry of Trade, Co-operatives, Micro, Small and Medium Enterprises and Communications

CO-OPERATIVE BUSINESS INFORMATION SYSTEM [CBIS]

Members User Guide

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Overview

The Co-operative Business Information System (CBIS) aims to encapsulate all the department of Co-operative processes. CBIS streamlines co-operative business processes and allows co-operative members and department staff to easily perform several tasks such as, but not limited to submitting grant application, accessing grant application, co-operative registration, processing registration, request consultation, processing consultation request, online instant messaging, etc.

Users

- Co-operative Member
- Department of Co-operative Staff
- Head of Finance
- Director of Registrar of Co-operative
- Permanent Secretary Trade, Co-operatives, Small Medium and Micro Enterprises and Communications
- System Admin

Getting Started

To submit consultation request using the CBIS, please do the following:

1. Using any web browser go to: https://cooperative.mcttt.gov.fj/
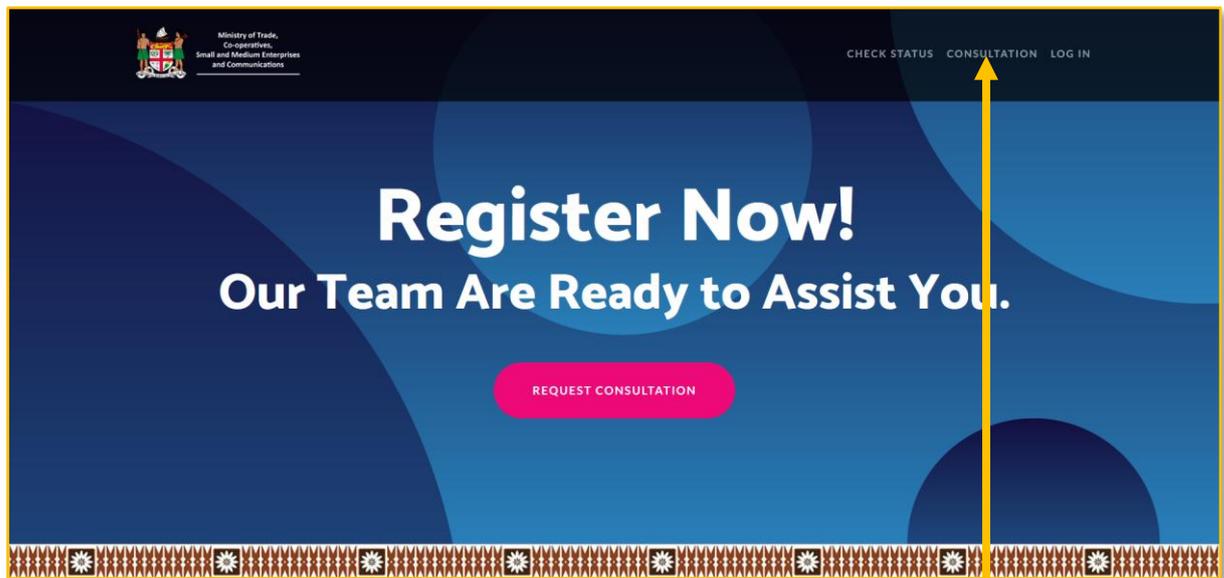
2. Click the "CONSULTATION" navigation link on the top right.

Consultation Request Form

Name of Contact Person: *

Enter full name of contact person

Province: *

Select province

Valid ID: * Voter ID|Joint Card|Passport|Drivers License

Browse... No file selected.

Phone: *

Enter phone contact

Email: *

Enter email

Residential Address: *

Enter residential address

Note: *

Please discuss more about your proposed co-operative and the business it intends to engage in...

Cancel   Submit Request

3. Fill in all the required fields. Upload voter ID or Joint Card or Drivers licence and click the "Submit Request" button.

Consultation Request Feedback

CONGRATULATION!

You request for consultation has been submitted successfully. This request has been logged into our database and will be assigned to your divisional office. A designated officer will be contacting you soon.

A reference number: 1742850488 has been assigned to your request. You can use this number to check your request status.

Your photo ID has been successfully uploaded and record updated in the database. An email notification has been sent to your registered email, **piobaleicoqe@yahoo.com**.

4. To check consultation request status you can click the link on the notification above or click the "CHECK STATUS" link on the navigation menu. Enter the reference number provided above:

Check Consultation Status Form

Enter Reference Number: *

[Enter name reference number]   [Check Status]

Reference Number: 1742850488

Submitted

Process: Application submitted.
Processed By: James Peter
Date: 25/03/2025
Time: 5 minutes ago

5. You can also click on the link sent to your email to check your consultation request status. All admin process will be logged.

Bula Vinaka James Peter

Your request for a consultation to register your co-operative have been successfully received. This request is logged into our database and will be assigned to one of the divisional officer. You will soon hear from the designated officer for further consultation arrangement.

View Status

Refernce Number: 1742850488

Use the reference number above to check on your request status.

Please do not hesitate to contact our support team if you need any assistance.

Ministry of Trade, Co-operative, SMEs and Communications
Powered by CBIS

Login

To login to the CBIS a co-operative member user account status must be activated. If members account is not activated then use the mobile app, to activate user account.

1. If user account is activated then click on the login link on the navigation menu or go to: https://cooperative.mcttt.gov.fj/auth/login
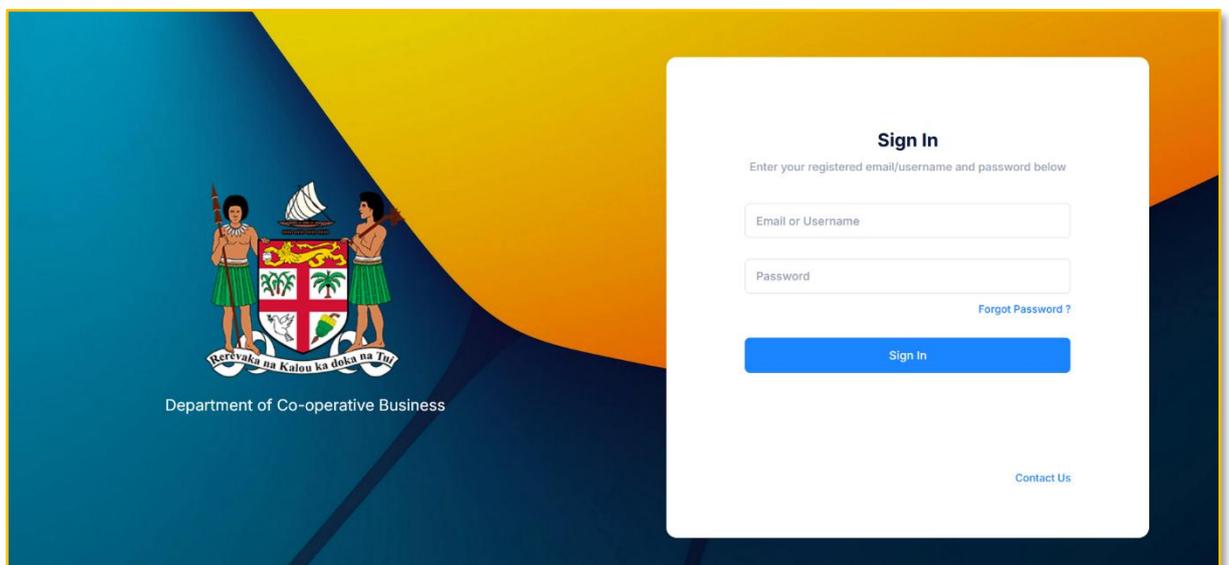
2. Enter your registered email address and password the click the "Sign In" button.
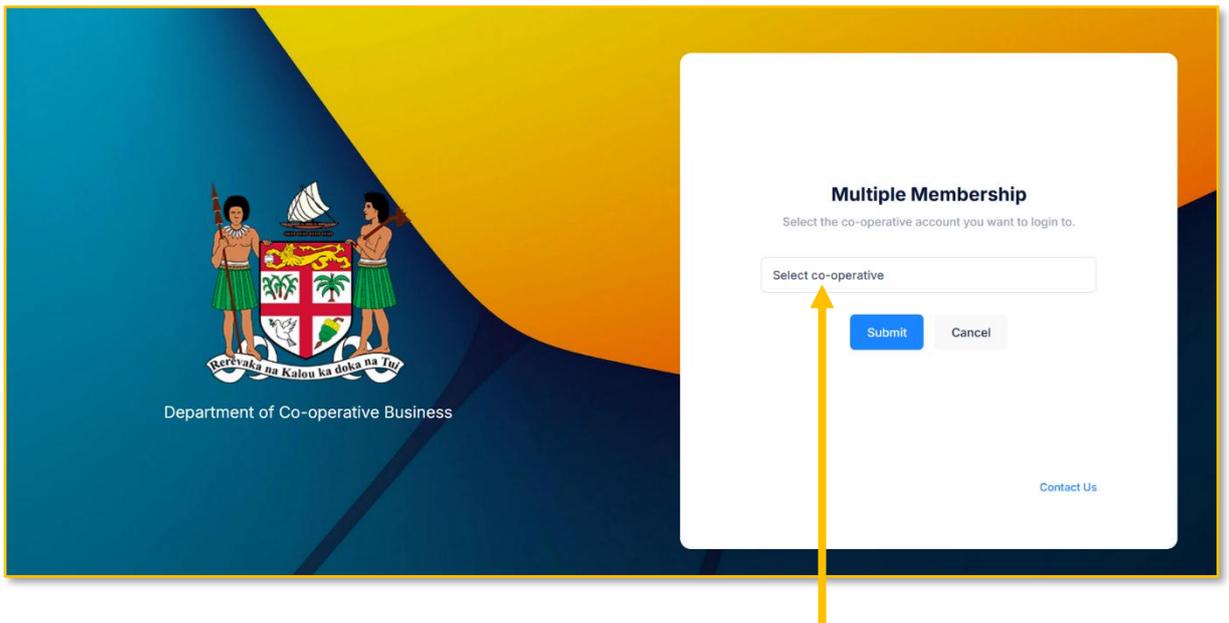
3. If user have registered to more than one co-operative then the system will direct you to this page. Select the co-operative form the drop down box provided above then click "Submit" button.

Dashboard

Dashboard display membership statistic, your most recent activity and Co-operative Development Funding application link.
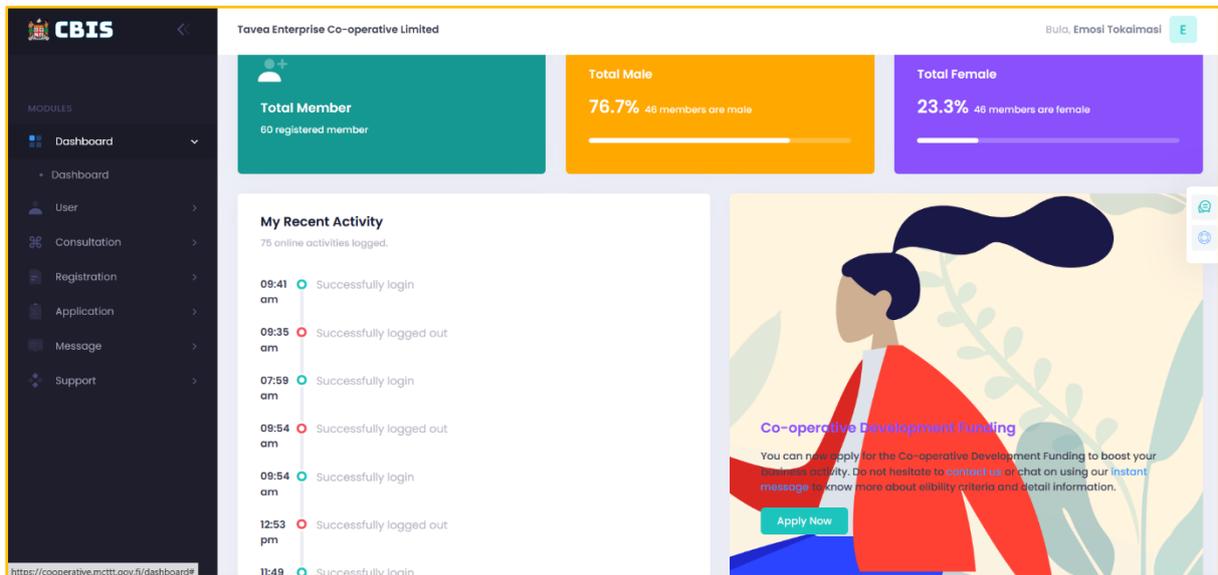
Consultation Request

To check consultation request of your co-operative, click the Consultation link on the side navigation menu on your left and click "Our Request" sub menu. This will display request detail and audit trail.
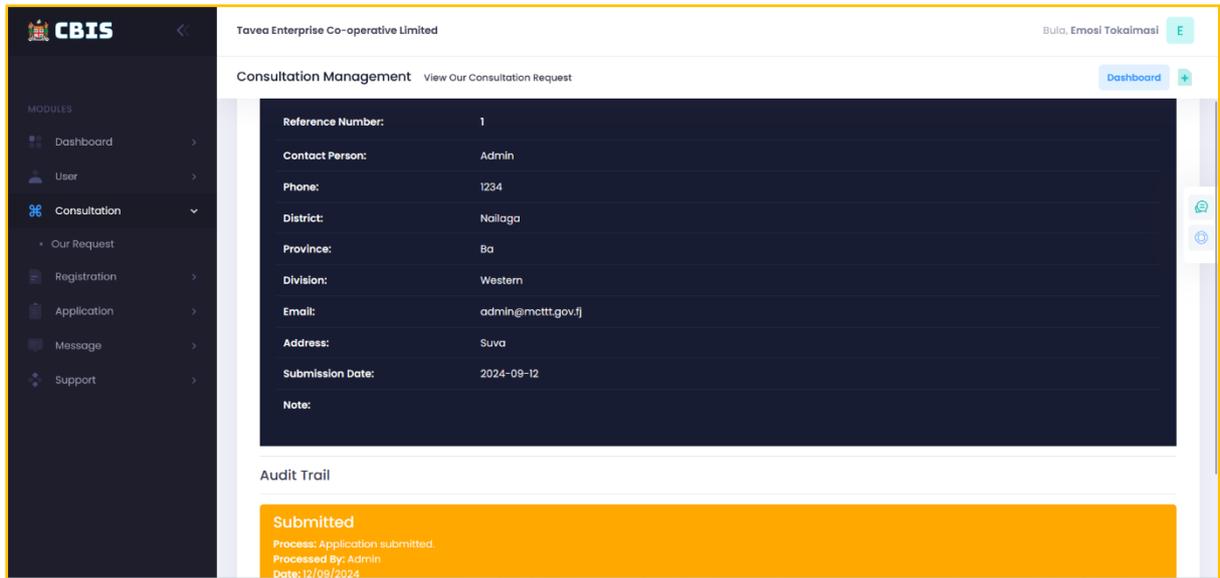
Registration

To view registration data click the Registration link on the side navigation menu on your left and click "Our Registration" sub menu. This will display request detail and audit trail. Click the "View Certificate" link to view PDF registration certificate.
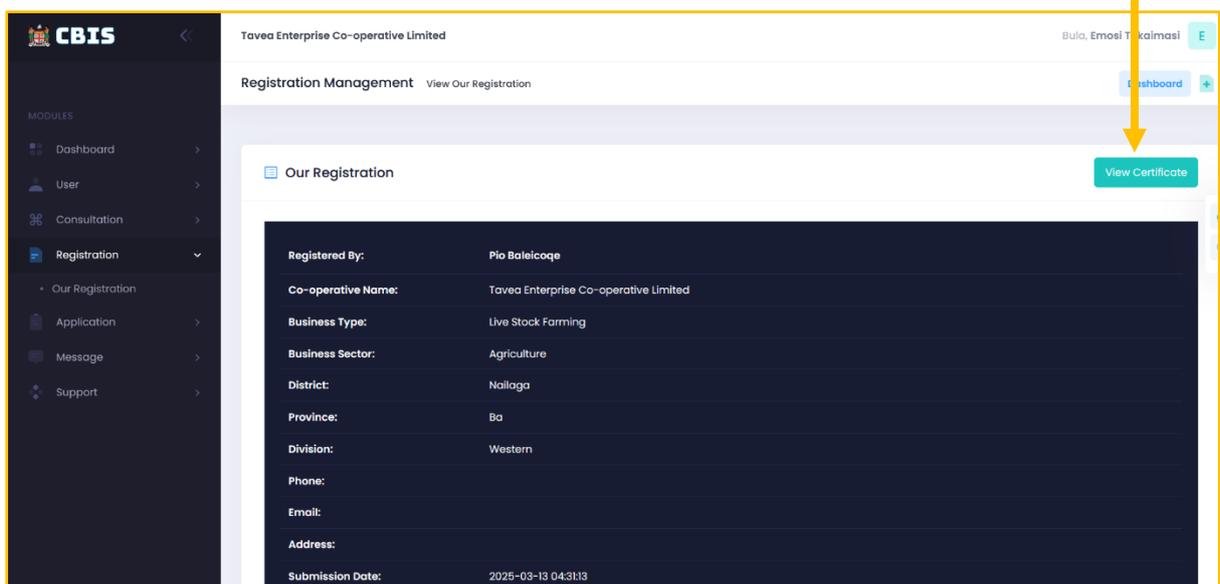
Registration Certificate PDF.

The QR code at the bottom of the certificate is used for verification of the certificate. Any tempered made to the certificate electronically or by any means can be detected by scanning the QR code provided above.

Application

1. Click on the "Add Application" link Under the Application side navigation menu. Fill in all required fields.

2. Upload all required documents, check the declaration field and click the "Submit" button.

3. To check submitted application, click "Our Application" under Application on the side navigation menu. Under Action click on the setting icon to view action menus.
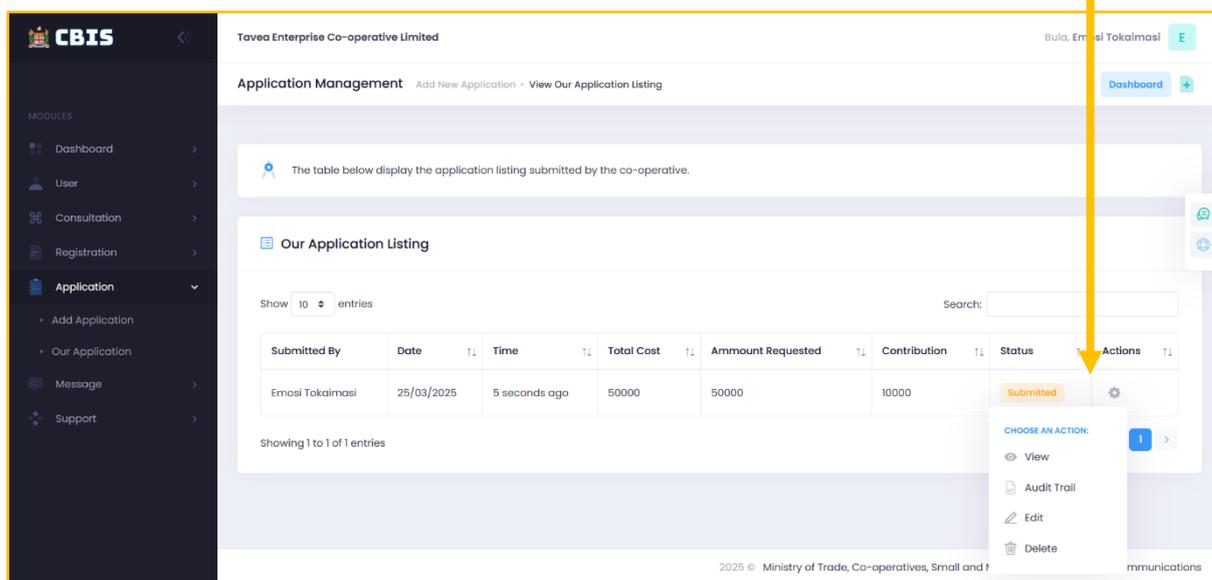
4. Click the view menu to view submitted application.
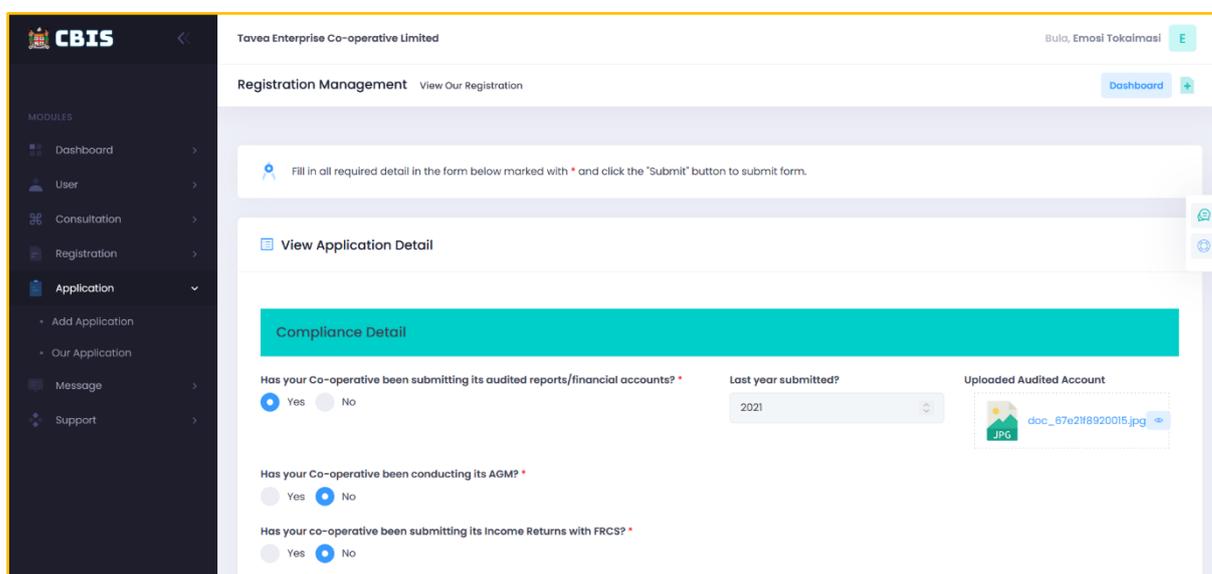
5. Click the view audit trail link to view application trail.
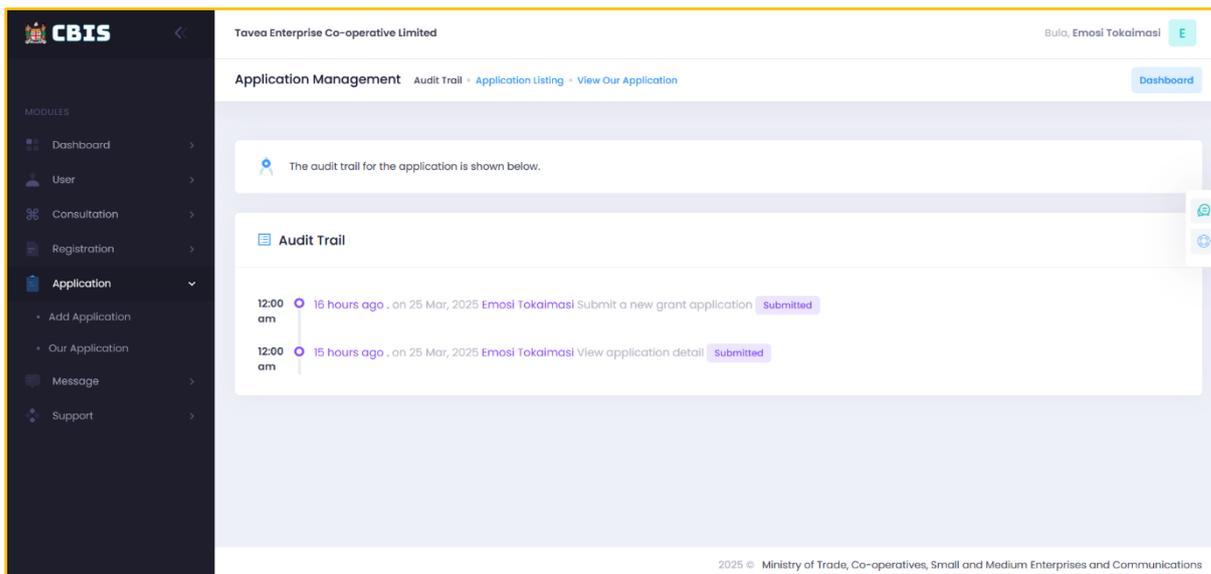
6. Click the Edit link to edit application data.
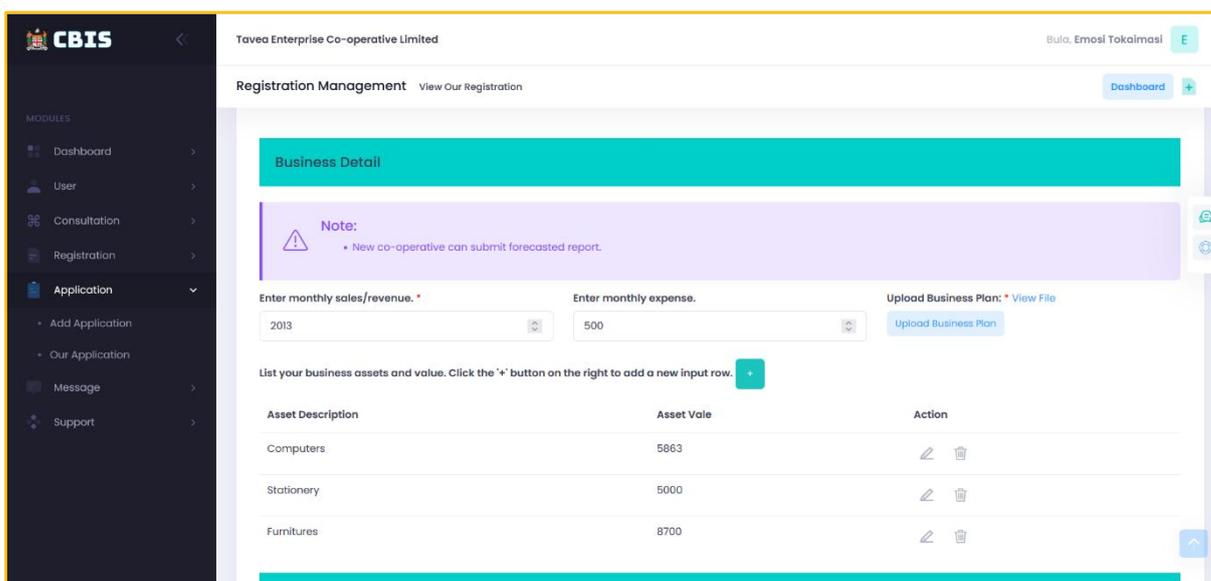
7. Click the Delete link to delete application. This will delete application data and all associated files and documents as well as trail data.
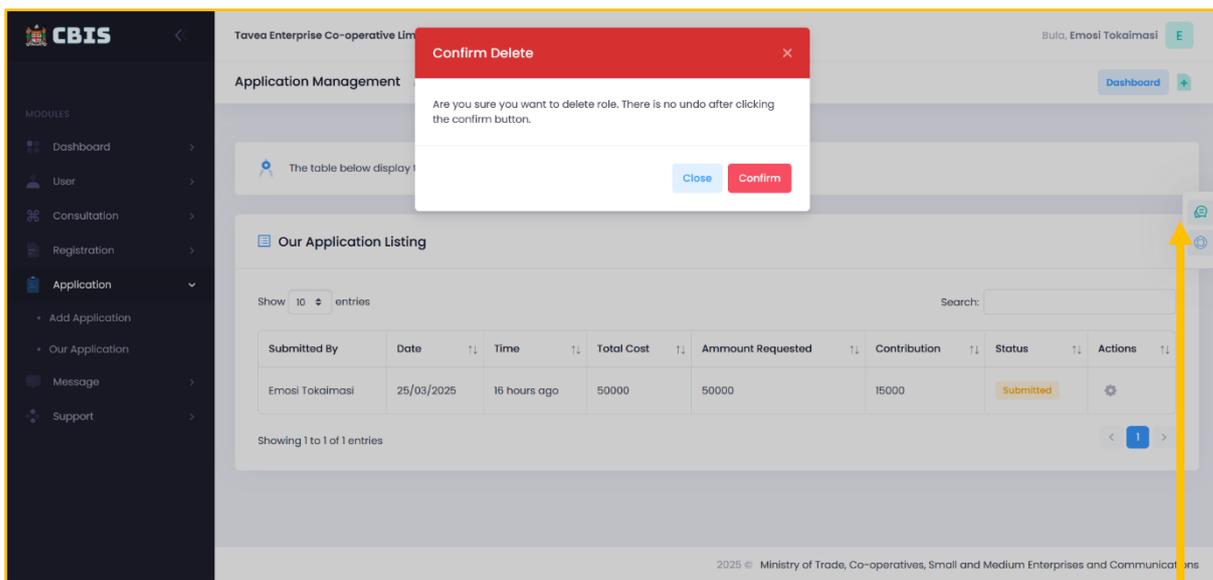
Message

Drawer Online Chat

1. To use drawer online chat click on the message floating icon located on the right of your screen. This will open the user listing. You can scroll through the list or use the search field to find the user you wish to chat to.
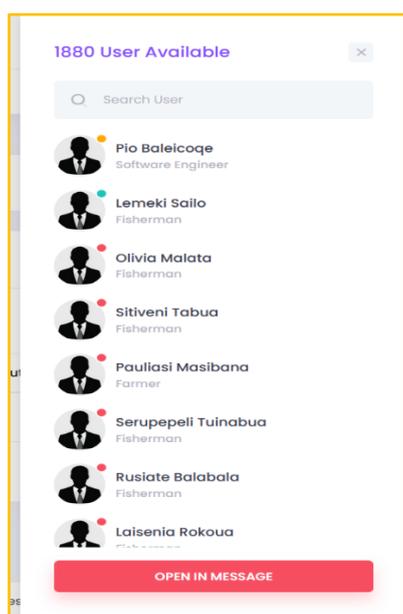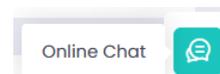
2. Select the user you want to communicate with and use the text field to type your message. You can also send image files and documents. Click send button to send message. The other user will receive message instantly.
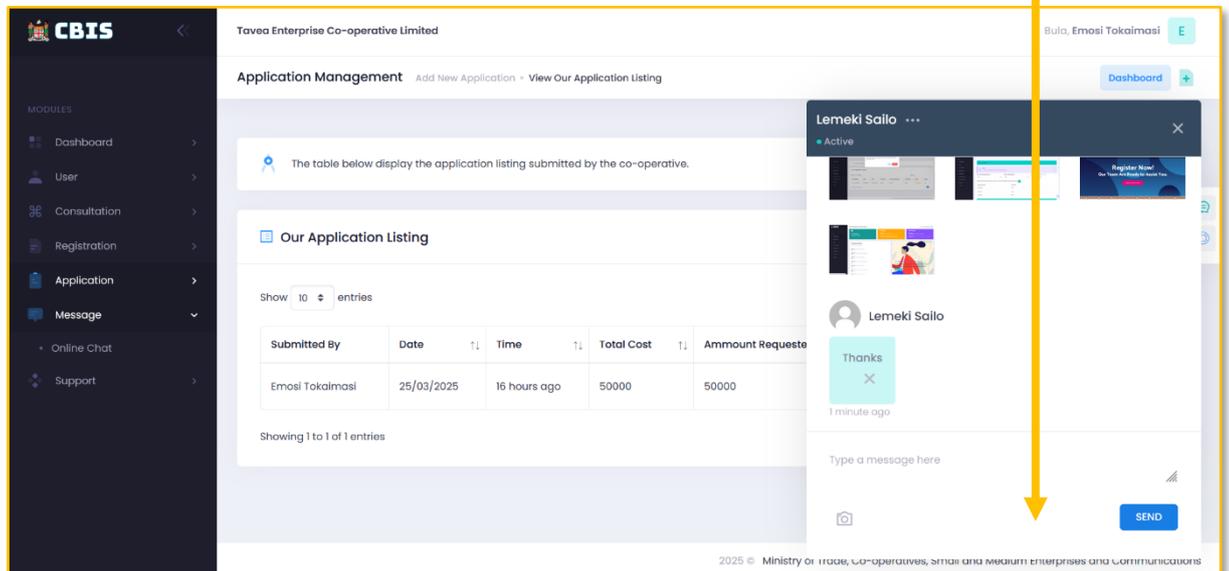
Message Window

1. On the side navigation menu click on the "Online Chat" link this will open similar windows to the drawer chat but with wider screen.
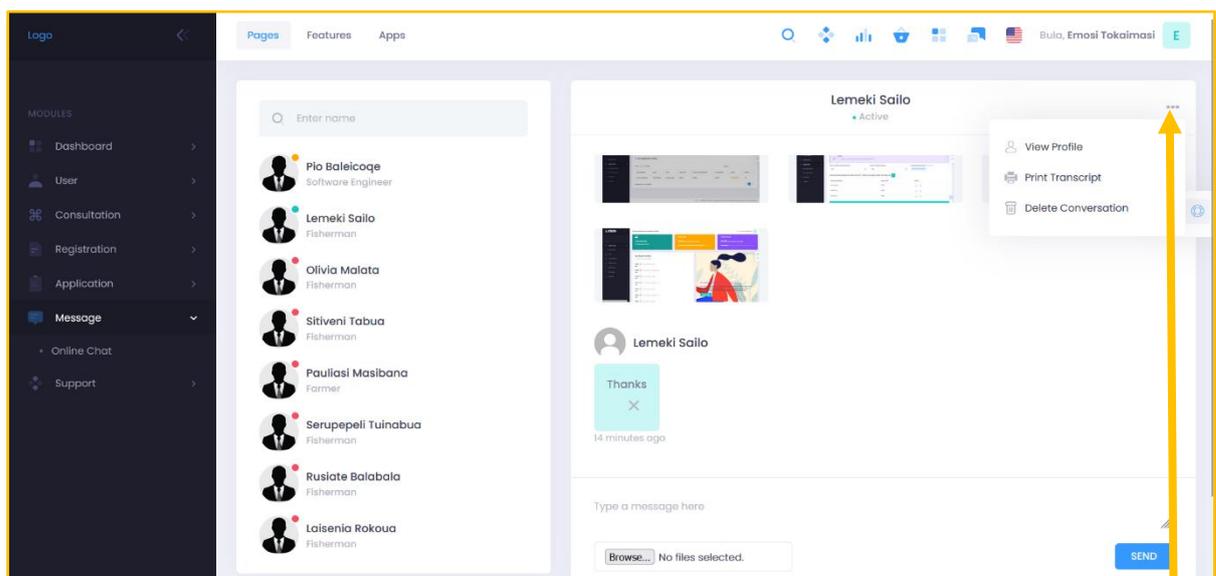
Ellipsis Menu

2. Click on the Ellipsis Menu "…" on the top right of the chat window to view user profile, print chat transcript or delete conversation. This feature is also available on the drawer chat window.

Support

To contact us either click on the floating support icon
on the right of your screen or click on the "Contact Us" link on the left side navigation menu under Support menu.
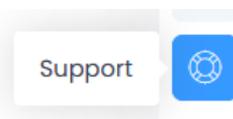
Fill in all required fields and click the "Submit" button. This message will be sent to us as an email and our team will respond to your query.

Contact Us
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For more information please contact:

The Department of Co-operative
Ministry of Trade, Co-operatives, Small Micro and Medium Enterprises and Communications
Level 2, Civic Tower, Victoria Parade, Suva
Phone: +679 3305411
Email: support@mcttt.gov.fj