

CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD

SPATIAL PLANNING AND ENVIRONMENT

USER MANUAL: Development Management and e-Service Registration for Individuals and Organisations

DEVELOPMENT MANAGEMENT and e-SERVICE REGISTRATION FOR INDIVIDUALS AND ORGANISATIONS

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Welcome to e-Services Registration

How to register for e-Services and Development Management services:

Before making a submission to the department, you must be registered as an e-Service user on the City of Cape Town's website.

E-Services portal has the following City services online:

- Careers
- Conveyancing
- Development Management
- Informal Trading Bay
- Municipal Accounts
- Prepaid electricity
- Signage
- Vehicle license renewals

The New e-Service Portal provides Individuals and Organisations with a single point of access to local government services online in real time.

Overview:

Anyone can register on e-Services





To Register as an Individual

The following requirements are needed:

- A valid South African ID or Passport if you are a foreign national
- Business partner number, where none is available, one will be created
- Contact information (telephone and mobile details, a valid email address unique to you)

To Register as an Organisation

The following requirements are needed: (Complete the organisation's online registration form)

- A valid South African ID or Passport if you are a foreign national
- Letter of authorisation giving you permission to create an e-Services profile for your organisation
- Business partner number, where none is available, one will be created
- Contact information (telephone and mobile details, a valid business email address)
- A valid registration certificate for all organisations, companies and trusts

What is a business partner number and why do you need one?

• A Business partner (BP) number is a 10 digit number that is used by the City of Cape Town to identify an individual or an organisation that does any form of business transactions with the City of Cape Town



 Basically it is a number to identify you (the partner) doing business with the City of Cape Town

(E.g. A property owner within the City of Cape Town receiving a rates account, will have a Business partner number allocated to their profile as a rate payer. The number is located in the top right corner of a City Municipal Bill, under the tax invoice and account number.)

Registering for e-Services

- Visit the City's website: <u>www.capetown.gov.za</u>
- · Select 'City Connect'.
- Click on 'e-Services' and then 'Register here'
- Alternatively use the URL: <u>https://eservices.capetown.gov.za/irj/portal</u>
- Then select '**Register here**
- Create your username.
- Complete all required information, as per prompts



Home	
Top City Connect services	
e-Services a link to go to the	
Film permits # Registration Page. >	
Open Data Portal III REQUEST A SERVICE Procurement portal III Image: Compare the service in the serv	
CLAIM OR DISPUTE	
Tender portal id Ender portal id Collaboration platform id FIND A JOB OR DEVELOP SKILLS	
All City online services and TENDERS REQS AND SUPPLY	
applications FIND GRANTS AND FUNDING >	
HAVE YOUR SAY >	

CITY OF CA ISIXEKO SA STAD KAAP	PE TOWN SEKAPA STAD
	Making progress possible. Together.
	e-Services
	 Note: Once registered on this page you can do the following: Reset your password: Retrieve your username: Check/change your email address:

²		Personal Information	
CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD			
Personal Information			Why register with us
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Mr		to add your tifle.	C
Mrs.			
Rev.			G
Miss			
The Honourable			
Prof.			
Dr.	Passport	Enter ID number	
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Pastor			Cancer
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	P	ersonal Information	
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*Surname			
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*Initials			
Enter your initials			
*Identification Number			
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*First Name	ssport.	
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Personal Information		Why register with us
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11 - 27 - 2 - N - 1 -		
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SAID Number	Passport Enter ID number	
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Enter your initials		
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* Surname			
Enter your sumame *Initials Enter your initials	Select Continue	ext to	ۍ
*Identification Number			
SA ID Number	assport Enter	'ID number	Cancel Next

Enter unique usemame		G
Enter your unique username.	Note: The username and password can consist of the alphabet, numbers and symbols.	
Confirm email address	Example. Username: Nickname	
Contact Details Cellphone number Enter mobile number	Password: Nickname#1 Kindly avoid the use of spaces, commas, full stops and underscores when creating the username and password.	
elephone number Enter telephone number	Some usernames might already be registered. You may edit or change your username until	
Data privacy statement	accepted by the system.	Data privacy statement

Sign in details		
*Username	Enter your own	
Enter unique usemame	email address.	G
*Email address		
Enter an email address	- 292	
*Confirm email address		
Confirm email address		
Contact Details	Note: This is to receive relevant communication	
*Cellphone number	and notification.	
Enter mobile number		
Telephone number		
Enter telephone number		
Data privacy statement		Data privacy statement
We endeavour to ensure that the data you su	bmit to us remains confidential and is used only for the purposes stated in the data privacy documen	t.
Please read through and confirm that you	accept our data privacy statement.	
I have read and accept the Data priv	acy statement	

Sign in details		
*Username		
Enter unique usemame	Re-enter your email	G
*Email address	address to confirm.	
Enter an email address		
*Confirm email address		
Confirm email address		
Contact Details *Cellphone number		
Enter mobile number		
Telephone number		
Enter telephone number		
Data privacy statement		Data privacy statement
We endeavour to ensure that the data you s	submit to us remains confidential and is used only for the purposes stated in the data privacy docu	iment.
Please read through and confirm that you	u accept our data privacy statement.	
I have read and accept the Data pri	ivacy statement	

Sign in details		
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Data privacy statement		Data privacy statement
We endeavour to ensure that the data you submit to us remains con Please read through and confirm that you accept our data priva	fidential and is used only for the purposes stated in the data privacy docum	ent.
I have read and accept the Data privacy statement		

Sign in details		
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*Email address		
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*Confirm email address		
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Contact Details	Enter your landline or alternate telephone	
*Cellphone number Enter mobile number	number.	
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Data privacy statement		Data privacy statement
We endeavour to ensure that the da Please read through and confirm	ta you submit to us remains confidential and is used only for the purposes stated in th that you accept our data privacy statement. Data privacy statement	e data privacy document.



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elephone number		
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Data privacy staten II		Data privacy statement
Ve endeavour to insure that the data you submi	t to us remains confidential and is used only for the purposes stated in the data p	rivacy document.
lease read through and confirm that you acc	ept our data privacy statement.	
I have read and accept the Data privacy	statement	
<		Cancel Register me

*Username		
Enter unique username		G
*Email address		
Enter an email address		
*Confirm email address		
Confirm email address		
Contact Details		
*Cellphone number		
Enter mobile number	Select Register me to	
Telephone number	complete the	
Enter telephone number		
Data privacy statement		Data privacy statement
We endeavour to ensure that the data you submit to us remain	ains confidential and is used only for the purposes stated in the data privacy	ocument.
Please read through and confirm that you accept our dat	ta privacy statement.	
✓ I have read and accept the Data privacy statement		
<		Cancel Register me



Having trouble registering......

Call our One Number Hotline at 021 401 4702 (Monday to Friday between 08h00 & 16h00)



Email our District Hubs 24/7 (Responses are handled - Monday to Friday between 08h00 & 16h00) Helderberg.Hub@capetown.gov.za - Khayemitch.Hub@capetown.gov.za - Capeflats.Hub@capetown.gov.za



Helderberg.Hub@capetown.gov.za - Khayemitch.Hub@capetown.gov.za - Capetlats.Hub@capetown.gov.za Tablebay.Hub@capetown.gov.za - Blaauwberg.Hub@capetown.gov.za - Tygerberg.Hub@capetown.gov.za Northern.Hub@capetown.gov.za - Southern.Hub@capetown.gov.za

• Visit any of our 8 District Offices during office hours (Monday to Friday between 08h00 & 16h00)



Note: There is no availability on public holidays and weekends.

This is the end of the e-Service Registration Process

STEP 2: Logging on to the e-Service Portal

APE TOWN ASEKAPA SSTAD		
	Making progress possible. Together.	
E-Services Username * USERNAME Password * TEMPORARYPASSWORD Cog On Not registered yes? <u>Register here</u> Forgotten your password? <u>Reset your password here</u> Forgotten your username? <u>Retrieve your username here</u> Missing password -mail? <u>Check/change your -mail address here</u> Frequently asked questions? <u>Find e-Services FAQ here</u>	Enter your unique username and the temporary password received.	
PE TOWN SEKAPA		
STAD	Making progress possible. Together.	
o Services		
Username * USERNAME Password * TEMPORARYPASSWORD	Select Log On to proceed.	
Not registered yet? <u>Register heré</u> Forgotten your password? <u>Reset your password here</u> Forgotten your username? <u>Retrieve your username here</u> Missing password e-mail? <u>Check/change your e-mail address here</u> Frequently asked questions? <u>Find e-Services FAQ here</u>		
	PE TOWN SEKAPA STAD	<pre>stations in the second se</pre>

CITY OF CA ISIXEKO SA STAD KAAP	PE TOWN SEKAPA STAD Making progress possible. Together.
	Temporary password must now be changed Select the Old Password * TEMPORARYPASSWORD New Password * Confirm Password * Change Cancel Change Cancel
CITY OF CA ISIXEKO SA STAD KAAP	NPE TOWN ISEKAPA ISTAD Making progress possible. Together.
	Temporary password must now be changed Enter New Password Change Password Mew Password* Confirm Password* Confirm Password* Confirm Password* Confirm Password* Change Cancel Note: The New Password is to
	include atleast 1 captal letter and number.

CITY OF CAN ISIXEKO SAS STAD KAAPS	PE TOWN SEKAPA STAD Making progress possible. Together.
	Temporary password must now be changed Change Password Old Password* New Password* Confirm Password* Confirm Password* Change Cancel Change Cancel Change Cancel
CITY OF CA ISIXEKO SA STAD KAAP	PE TOWN SEKAPA STAD Making progress possible. Together.
	Temporary password must now be changed Change Password Old Password* New Password* Confirm Password* Change Cancel Change Cancel Change Duttion to
	Select Change Duffon to confirm change of password and to log on to the eService Portal.

This is the end of the e-Service Logon Process

STEP 3: Activating a Service as an Individual

CITY OF	CAPE TOWN	Making progress possible. Tog	City of Cape Town - Homepage Log off
ISIXEKO	SASEKAPA		gether.
STAD KA	APSTAD		Welcome: Mr Nathan Small
My user menu New e-Service My services Organisations Contact us Frequently asked questions My user profile My user roles	es portal Welcome to e-so Dear User The e-Services website has been desi The My user roles page (specific to orga these roles to begin transacting. The use The <u>Service activation</u> page (specific to More information about the City and its se information website <u>www.capetown.gov.z</u> NOTE: It takes approximately an hour for the ser	Select the link to Navigate to the New eService Portal platform. Instructional platform. Instructional biss the different services available on this websi prvices, as well as interesting news articles, contact details ar	nline. Is should you need to. Please note that doing so does not is the data relevant to your user registration. other people in your organisation. You need to activate is roles when required. Ite: Ind other useful information can be found on the City's general confirmation of registration.



	Admate services for vourself	
Available services		
Conveyancing	Rates clearance service for SOLE PROPRIETORS ONLY	Activate
Development Management	Su activate services for Development Management.	Activate
Energy Services	Apply for service connections, embedded generation (solar PV) and other energy services.	Activate
Events Permitting and Support	Note: Activate one service at a time to	Activate
Facility Booking	avoid any delays.	Activate
Informal Trading Bay	Informal trading bay application	Activate
Municipal Accounts	View rates and service account details, balances and payments	Activate
Vehicle Licensing	Motor vehicle licence renewal	Activate

 General Information Y Personal Details 	our personal details entered during he registration process	
* Title	Mr	~
* ≂irst Name	Nathan	ď
Sumame	Small	P.
nitials	N	
SAID Number Passport	7312315170089	
D copy* Select Browse to u of your Identity Browse to u	pload a copy Document or	Browse

Development osnag	ement sarvice activation	
General Information Address	- (3) Development Management (4) Data Privacy Statement	
1. General Information		
✓ Personal Details		
* Title	Mr	~
First Name	Nathan	ß
Sumame Select Step 2 to	Small	CP
Initials [*] proceed.	Ň	
SAID Number Passport	7312315170089	
ID copy*	Browse.	-
Step 2		10

General Information	Develoon	ent management Sarvice addiviation
2. Address	tails	and enter the House r in this field only.
* House number		eg 65
Street name	Note: Unit numbers to be entered for all	Enter City
Country*	Sectional lifle Schemes	South Africa ~
Step 3		

	Divelop	nen manaksmellt service annvällim
1 General Information	2 Address	3 Development Management 4 Data Privacy Statement
2. Address	2. Address Address Details Select and enter the House number in this field only.	
* House number		eg 65
* Street name	Mote: Unit	eg Winter
City	numbers to be entered for all	Enter City
* Country	Sectional Title Schemes	South Africa
* Postal code		Enter postal code
Step 3		

1 General 2 Address	3 Development 4 Data Privacy Statement
✓ Address Details	
* House number	7
Street name	Southwind Drive, Strand
City* Select and enter the	Cape Town
Country *	South Africa
* Postal code	Enter postal code
 3. Development Management ✓ Development Management Details 	
SACAPSA number	Friter number

1 General 2 Address	3 Development Anagement Data Privacy Statement
✓ Address Details	
* House number	7
* Street name	Southwind Drive, Strand
City* Select and confirm	Cape Town
* the country of origin.	South Africa 🗸
* Postal code	8001
 Development Management Development Management Details 	
SACAPSA number	Enter number

1 General Informatio	n 2 Address	3 Development 4	Data Privacy Statement
✓ Address	s Details		
House number	*	7	
* Street name		Southwind Drive, Strand	
* City		Cape Town	
* Country	Select and enter the Postal code.	South Africa	×
* Postal code		8001	
3. Developm	nent Management pment Management Details		
SACAPSA num	than	Enter number	

Development manag	penent sandre schvation -
1 General 2 Address	- 3 Development Management 4 Data Privacy Statement
2. Address	
✓ Address Details	
	4
* House number	eg 65
Street name	eg Winter
City Select Step 3 to	Enter City
Country Continue.	South Africa
Postal code	Enter postal code
Step 3	

1 General Information 2 Address 3. Development Management ✓ Development Management Details	 Note: Registration numbers are to be completed by registered professionals upon activation. (This will link the registration number to the Business partner number)
SACAPSA number	Enter number
Engineer number	Enter number
Professional number	Enter number
Step 4 Step 4 Step 4	et the check box if egestered, to enter your egistration number.

Development mäna	service adjustion
1 General 2 Address	Note: Kindly ignore if you
3. Development Management	are not a registered
Development Management Details	professional
SACAPSA number	Enter number
Engineer number	Enter number
Professional number	Enter number
VAT registered	
Step 4 Select Step 4 to continue.	

- Development managen	ient sarvice adivation
1 General 2 Address Click he	re to open and Data Privacy Statement
4. Data Privacy Statement statemen	Data privacy nt.
Data Privacy Statement	used only for the nurnoses stated in the data privacy document
Please read through and confirm that you accept our data acy statement.	See only for the purposes stated in the data privacy document.
I have read and accept the Data privacy statement	Note: The Data privacy
	statement is the POPI Act
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	compliance.
	This means that the
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	monution provided by you
	will not be passed to 3rd
Select to tick the check	parties and is only
box to accept the Data	maintained for the use of
privacy statement	indificance for the use of
privacy sidiemeni.	CoCT e-Services

	Leveloph	uest management service activation	
1 General Information	2 Address	Development Management	Data Privacy Statement
4. Data Privacy S	tatement		
✓ Data Privacy	Statement		
We endeavour to ensu Please read through	re that the data you submit to us remains confid and confirm that you accept our data privacy	lential and is used only for the purposes s / statement.	itated in the data privacy document.
I have read an	d accept the Data privacy statement		
Activate	Select Activat	to	
	activate th	e service	
	Managem	ent.	

Congratulations Your registration request has been submitted. Your reference is Any enquiries can be sent to help.uces@capetown.gov.za	The Service Activation Request for Development Management has been
Any enquiries can be sent to help.uces@capetown.gov.za	Successfully Submitted.
Note: The take up to take up t	o 48hrs. and Application submissions can processed once the service is

Having trouble activating the service......

• Call our One Number Hotline at 021 401 4702 (Monday to Friday between 08h00 & 16h00)



Email our District Hubs 24/7 (Responses are handled - Monday to Friday between 08h00 & 16h00)



Helderberg.Hub@capetown.gov.za - Khayemitch.Hub@capetown.gov.za - Capeflats.Hub@capetown.gov.za Tablebay.Hub@capetown.gov.za - Blaauwberg.Hub@capetown.gov.za - Tygerberg.Hub@capetown.gov.za Northern.Hub@capetown.gov.za - Southern.Hub@capetown.gov.za

• Visit any of our 8 District Offices during office hours (Monday to Friday between 08h00 & 16h00)



Note: There is no availability on public holidays and weekends.

This is the end of the Service Activation as an Individual Process

STEP 4: Register and Activate Services for an Organisation

CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD	Making progress possible. Together.	
Authentication failed. Password locked Username Password Username Password Vsername Password Password Log Not registered yet? Register here Forgotten your username? Retrieve your uses Forgotten your username? Missing password e-mai? Checkchange yo Frequently asked questions? End e-Service	Note: Enter Your Unique Username and Password Select Log On to proceed. or or e-mail address here es FAQ here	

	Making progr	ress possible. Together. Welcome: Mr Nathan Smi
lome Careers eProc y user menu New e-Service	rement Service Activation	
4 Welcome My services Organisations Contact us Frequently asked questions My user profile My user roles	Welcome to e- Select the lin Dear User Navigate to be information you may have provide the service activation you may have provide the service so to begin transacting. The user administrator will be responsible for the comparison where so to begin transacting. The user administrator will be responsible for the comparison where so to begin transacting. The user administrator will be responsible for the comparison where so to begin transacting. The user administrator will be responsible for the comparison where so to begin transacting. The user administrator will be responsible for the comparison where so the comparison of the service activation page (specific to individuals) lists the different services avail More information about the City and its services, as well as interesting news articles information website www.capetown.gov.za NOTE: It takes approximately an hour for the service-specific tabs to appear on your e-Service	A fine. the data relevant to your user registration. the data relevant to your user registration. y other people in your organisation. You need to activate deactivation of these roles when required. Hable on this website. the contact details and other useful information can be found on the City's general wices account after confirmation of registration.

	Developme	ent Mana	agement General		
	ounnoutions	≣	≣	E	
	General		-		To register an Organisation,
	Contact us		Frequently asked questions	My user profile User details	• Organisations tile.
The second	940				
	Service Regis for Supplier Sel	tration f Ser	My services	Organisations	
				E	

Organisations
No Organisations Found
Select Add new organisation to
begin

	Orga	anisations		
regi	ster a new organisation please ensure that you ha	ve the following information ready:		
\bigcirc	Organisation Details			
	Name, Type, Registration Number, Entity Type, Registration Certificate Number			
i	Organisation Address Address, Office Park, City, Country, Postal Code	Note: Pay attention to the document requirements needed for registration		
(i)	Authorising Official and Administrator Details	processing		
<u> </u>	Full Name, Identity Type, ID Number, Position, Contac	t Number, Signed Letter of Authorisation, Copy of ID Document		
<	Select to Download the Letter of Authorisations	Download Authorisation Letter Template		

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CITY OF CAPE TOWN ISINERO SASEKAPA STAD KAAPSTAD	LETTER OF AUTHOP	
	Company name, address and telephone number: Save or Print the Letter	1
	of Authorisation for completion	
Letter of authorisation		
1	(name of authorised pe	rson),
in my capacity as	(pc	sition)
in	(organisation), hereby give authorisati	on to
0	(name), in his/her capac	ity as
	(position) to act as	



	Organisation Registration	
1 Organisation Details	Note: Step 1, Comp Organisation Detail registered.	s as
✓ Organisation Details		
Organisation name *	Enter organisation name	
Type of organisation *	Select organisation type	~
Registration number*	Select and enter the Organisation Name	CP
Entity type	in the field	Subsidiary
Registration certificate*	Choose a file to upload	Browse
Business partner	Enter business partner number	G

Organisation Registration				
1 Organisation Details — 2 Organ	nisation Address — 3 Service Activation — 4	Representatives 5		
1. Organisation Details	Select the Organ	isation Type		
✓ Organisation Details	drop-down arrow	<u>v.</u>		
Organisation name*				
	Development Management			
Type of organisation*	Select organisation type	~		
Registration number*	Enter registration number	C		
Entity type	Head office	Subsidiary		
Registration certificate*	Choose a file to upload	Browse		

Organisatio	External companies
1 Organisation Details — 2 Organisation Address —	Home Owners Association 5
	Incorporated (Section 53(B))
1. Organisation Details	Limited By Guarantee (Limited By Guarantee)
 Organisation Details 	Local Government
	Non Profit Organisation
	Non Profitable Company (Section 21)
Organisation name*	Primary Cooperative
Type of organisation *	Select organisation type
Regis Select the applicable	Enter registration number
Entity Organisation Type from the list provided	Head office Subsidiary
Registration certificate*	Choose a file to upload Browse
Business partner	Enter business partner number

Organisation Registration			
1 Organisation Details — 2 Organisation Address —	3 Service Activation — 4 Representation	ves —— (5	
. Organisation Details			
 Organisation Details 	Select and Enter the		
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Entity type	Head office Subsidi	ary	
Registration certificate *	Choose a file to upload	Browse	
Business partner	Enter business partner number	G	

	Organisation Registration		
Organisation Details —	Organisation Address3 Service Activation	4 Representatives	5
1. Organisation Details	3		
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Organisation name*	Message		
Type of organisation*	Capture a registration number for validation	~	
Registration number*		ť	
Entity type	Note: The Organisations	Subsidiary	
Registration certificate*	Registration Number must be	Browse	
Business partner	provided for validation purp	oses.	

Oi	rganisation Registration	
1 Organisation Details — 2 Organisation A	Address — 3 Service Activation — 4 Repre	esentatives 5
 Organisation Details 		
Organisation name*	Development Management	
Type of organisation*	Loca Select the applic	able 🗸
Registration number*	Entity Type	2
Entity type	Head office	
Entity type		Subsidiary
Registration certificate*	Choose a file to upload	Browse
Registration certificate * Business partner	Choose a file to upload Enter business partner number	Browse

	Organisation Registration		
1 Organisation Details —	2 Organisation Address — 3 Service Activa	tion 4 Representatives	5
 Organisation Details 	Note: All document Organisation Regis	ts required for tration	
Organisation name *	processing, must b into one PDF docur	e merged nent when	
Type of organisation*	uploading, as muli		
Registration number*	allowed by the syst	tem.	1
Entity type	Select Browse to	Subsidiary	
Registration certificate*	upload the required	Browse	.]
Business partner	merged pdf document for	ner number 🛛	1
VAT registered	processing.		



	Organisation Registration
1 Organisation Details — 2. Organisation	on Address — 3 Service Activation — 4 Representatives — (
✓ Organisation Details	
Organisation name *	Development Management
Type of organisation*	Local Government ~
Registration number*	C C
Entity type	Click to tick the VAT Disidiary
Registration certificate*	registered check box. Browse
Business partner	Enter business partner number
VAT registered	

	Organisation Registration	
1 Organisation Details — 2. Organisation	on Address — 3 Service Activation — 4 R	epresentatives
✓ Organisation Details		
Organisation name *	Development Management	
Type of organisation*	Local Government	~
Registration number*		8
Entity type	Click to tick the VAT	bsidiary
Registration certificate*	registered check box	K. Browse
Business partner	Enter business partner number	Ĉ
VAT registered		

Organisati	on Registration	
1 Organisation Details — 2 Organisation Address —	3 Service Activation	4 Representatives
Organisation name*	Development Management	
Type of organisation*	Local Government	~
Registration number*		C
Entity type	Head office	Subsidiary
Registration certificate*	2 to a file to upload	Browse
Business partner continue.	usiness partner number	C
VAT registered		

	Orga	anisation Registration
1 Organisation De	etails — 2 Organisation Add	dress — (3) Service Activation — (4) Representatives — (5)
. Organisation	Address Address	Select and enter the House number in this field only.
House number*		eg 65
Street name*	Dote: Unit	eg Winter Avenue
City *	numbers to be entered	Enter City
Country *	for all	South Africa 🗸
Postal code *	Sectional Title Scheme	Enter postal code

	Örganisa	ation Registration
1 Organisation	Details — 2 Organisation Address	3 Service Activation 4 Representatives 5
. Organisatio	n Address	
 Organisati 	on Address	
House number*		87
Street name*	enter the full	eg Winter Avenue
City*	street address.	Enter City
Country*		South Africa
Postal code*		Enter postal code

	Orç	ganisation Registration	
1 Organisat	ion Details — 2 Organisation A	ddress — 3 Service Activation — 4 Representatives —	5
. Organisat	ion Address		
 Organis 	ation Address		
House number	*	87	
Street name*		Pienaar Street	
City*	Select	Enter City]
Country *	and enter	South Africa	
-			1.1

	Organis	ation Registration
1 Organisat	ion Details — 2 Organisation Address	- 3 Service Activation - 4 Representatives - 5
. Organisa	tion Address	
 Organis 	ation Address	
House number	*	87
Street name*		Pienaar Street
	Select and	Cape Town
City*	Selectulu	<u>NL</u>
City* Country*	confirm the country of origin.	South Africa

	Organisa	ation Registration	
1 Organisation	Details — 2 Organisation Address	3 Service Activation 4 Representatives	_ 5
. Organisatio	n Address		
 Organisat 	ion Address		
House number*			
nouse number		87	
Street name*		87 Pienaar Street	
Street name *	Select and enter the	87 Pienaar Street Cape Town	
Street name* City* Country*	Select and enter the Postal code.	87 Pienaar Street Cape Town South Africa	

Organis	sation Registration	
1 Organisation Details — 2 Organisation Address	s — 3 Service Activation — 4 Representatives —	5
2. Organisation Address		
 Organisation Address 		
		-
House number •	87	
Street name*	Pienaar Street	
City*	Cape Town] [
Country*	South Africa	
Postal code*	7441	
		_
Step 3		



(i Debt Management Revenue Collection		
(i Development Management		
(i Energy Services		
G Environmental Health		
G Events Permitting and Support	Colored Step 4 do	
G Facility Booking System	continue.	
(i Municipal Accounts		
(j Work Order Mana ement		

Representatives Responsibilities for an Organisation

There are three types of user responsibilities for an organisation registered on e-Services:



i) Authorising official	Click the Authorising	
> Decans	Expand/Collapse	
i Administrator	button D.	
> Details		

Representatives	Select the	
 Authorising official Details Same as 	drop-down arrow.	
Title*	Select title	~
		rD.
First Name*	Enter first name	
First Name*	Enter first name Enter surname	

1 - 2 Organisation Address — 3 Service Activation	on — 4 Representatives 5 Privacy Statement
 Authorising official Details 	from the drop- down list.
Same as	Select tille
First Name*	Enter first name
Note: Details to	Enter surname
different from the	Enter initials
Sign in user.	Enter Id number
Position in organisation*	

Decition in erganization *	Click the	
Position in organisation *	Administrator	
Business partner number	Expand/ Collapse	
Contact number*	button .	
Email address*		
Signed letter of authorisation*	Choose a file to upload	Browse
ID copy*	Choose a file to upload	Browse

Details Same as	Select the drop-down arrow.	
Title*	Select title	~
First Name*	Enter first name	C
Surname*	Enter surname	Ċ
Initials*	Enter initials	
SA ID Number Passport	Enter Id number	
Contact number*	Enter contact number	

 Administrator Details Same as 	Select the Administrator from the drop- down list.	
New user Sign in user	Select title	~
Authorising official	Enter first name	<u>د</u>
Surname*	Enter surname	C
completed if	Enter initials	
different from the	Enter Id number	
Authorising official.	Enter contact number	
Email address*	Enter email address	

Title*	Mr	\sim
First Name*	Nathan	G
Surname*	Small	G
Initials*	N	
SAID Number Passport	Select	
Contact number*	Step 5 to	
Email address*	continue.	

1 - 2 Organisation Address — 3 Service Activation	n — (4) Representatives — 5 Privacy Statement
5. Privacy Statement Jata Privacy Statement Data Privacy Statement We endeavour to ensure that the data you submit to us remains privacy document. Please read through and confirm that you accept our data of the Data privacy statement I have read and accept the Data privacy statement Click here to open and read the Data privacy statement.	s confidential and is used only for the purposes stated in the data privacy statement: Note: The Data privacy statement is the POPI Act compliance. This means that the infomation provided by you will not be passed to 3rd parties and is only
	maintained for the use of CoCT e-Services

1 - 2 Organisation Address — 3 Service Activation — 4 Representatives — 5 Privacy Statement
5. Privacy Statement
Sector Statement
We endeavour to ensure that the data you submit to us remains confidential and is used only for the purposes stated in the data privacy document.
Please read through and confirm that you accept our data privacy statement.
I have read and accept the Data privacy statement
Cancel
Select to tick the check
hav to accort the Data
box to accept the bala
privacy statement.



Successful submission			
Congratulations	Note: The Organisation Registration and Service Activation Request has been Successfully Submitted		
The organisation registration has been successfully submitted for approval. This organis egistration is approved. Your reference number is DEVELOPMENTMANAGEMENT/0000 Note: The service activation proce 48hrs.	ation will appear in your list of organisations when the 1. ess can take up to		
processed once the service is acti	ve.		

Successful submission				
	Congratulations			
The organisation registration has been registration is approved. Your reference	successfully submitted for approval. This organisation will appear in your list of organisations when the • number is DEVELOPMENTMANAGEMENT/00001.			
	Close			
	Select Close to end the registration process.			

Having trouble with organisation registration and service activation......

• Call our Revenue E-service Hotline at 0860 103 089 (Monday to Friday between 08h00 & 16h00)



 Email our Revenue E-Service Hub 24/7 at <u>Revenue.Eservices@capetown.gov.za</u> (Responses are handled - Monday to Friday between 08h00 & 16h00)



 Visit any of our Municipal Revenue offices during office hours (Monday to Friday between 08h00 & 16h00)



Note: There is no availability on public holidays and weekends.

This is the end of the Organization Registration and Service Activation Process

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STEP 5: Activating the Administrator's role Process



CITY OF (CAPE TOWN	Making progress possible. To	City of Cape Town - Homepage Log off
ISIXEKO	SASEKAPA		ogether.
STAD KA	APSTAD		Welcome: Mr Nathan Small
Home Careers eProc	terement Service Activation Es portal Welcome to e Dear User The e-Services website has been The My user roles page (specific to these roles to begin transacting. The The Service activation page (specific More information about the City and i information website www.capelown.g NOTE: It takes approximately an hour for the	Select the link to	nline.
My user menu New e-Service		Navigate to the	s should you need to. Please note that doing so does not
My services		New eService	s the data relevant to your user registration.
Organisations		portal platform.	you need to activate
Contact us		User administrator will be responsible for the deactivation of the	ese roles when required.
Frequently asked questions		to individuals) lists the different services available on this web	site.
My user profile		ts services, as well as interesting news articles, contact details a	and other useful information can be found on the City's general
My user roles		VUZA	er confirmation of registration.

10 10	Development Mana	agement General		
		≡		
	General			
100 Marine Marine	Contac To acce activate Adminis select th	ept and the trative role ne My user	My user profile	My user roles Organisation role as
	Service Registration for Supplier Self Ser	My services	Organisations	

User	Roles				
i The following tal activate the role	ble shows a list of the roles assigne /s in order to transact. De-activation	d to you by your organisation of the active role/s may be o	n/s, together with the status of your carried out by the user administrate	responsibility. You are re or where required.	equired to
Role	Business Partner	Account	Status		
Administrator	SUMMER DAYS TRADING 17PROPRIETARY LIMITED		Not activated	Activate	
	Select the button to a Administra	Activate ccept the tive Role.			

Data Privacy Statement	
 Data Privacy Statement We endeavour to ensure that the data you submit to us remains confidential and is used only. Please read through and confirm that you accept our data privacy statement I have read and accept the Data privacy statement 	Note: Because the administrator is an existing e-service
Activate Select Activate / Submit to activate the administration	user, he/she must just tick the Data privacy statement acceptance block and then Submit/ Activate



		making progress possible. rogenier.
Civic Centre 12 Hertzog Boulevard Cape Town 8001 P O Box 298, Cape Town 8000	Iziko Loluntu 12 Hertzog Boulevard iKapa 8001 P O Box 298, Cape Town 8000	Burgersentrum Hertzog-boulevard 12 Kaapstad 8001 P O Box 298, Cape Town 8000
Email: <u>Revenue.Eservices@cape</u> Website: <u>eservices.capetown.g</u>	etown.gov.za ov.za	The Administrator will receive an email confirming the nomination.
Dear Administrator	d your rol e as an Administrator for	SUMMER DAYS TRADING 17PROPRIETARY LIMITED's e-Services account.
Reference # 5710035046	084/00003	
Please go to eservices.capetov	<u>vn.gov.za</u> and login to the e-Ser	vices website.
If you have any queries please of	contact us at <u>Revenue.Eservices@</u>	@capetown.gov.za
e-Services City of Cape Town		

Having trouble with organisation registration and service activation......

Call our Revenue E-service Hotline at 0860 103 089 (Monday to Friday between 08h00 & 16h00)



 Email our Revenue E-Service Hub 24/7 at <u>Revenue.Eservices@capetown.gov.za</u> (Responses are handled - Monday to Friday between 08h00 & 16h00)



 Visit any of our Municipal Revenue offices during office hours (Monday to Friday between 08h00 & 16h00)



Note: There is no availability on public holidays and weekends.

This is the end of the Administrator Role Activation Process

STEP 6: Assign a Nominee for Acceptance and Activation Process



STAD KAA	ASEKAPA IPSTAD	Making progress possible. To	City of Cape Town - Homepage Log o ogether. Welcome: Mr Nathan Sma
Home Careers eProc My user menu New e-Service My services Organisations Contact us Prequently asked questions My user profile My user roles	Service Activation Service Activation Service Activation Welcome to e Dear User The e-Services website has bee The <u>My profile</u> page shows the inf change any information you may hi The <u>My user roles</u> page (specific t these roles to begin transacting. Ti The <u>Service activation</u> page (spec More information about the City an information website <u>www.capefowm</u> NOTE: It takes approximately an hour for t	Select the link to Navigate to the Navigate to the New eService potal platform. organisation of the user administrator will be responsible for the deactivation of the effec to individuals) lists the different services available on this webs d its services, as well as interesting news articles, contact details a govza	nline. s should you need to. Please note that doing so does not s the data relevant to your user registration. y other people in your organisation. You need to activate ese roles when required. site. and other useful information can be found on the City's general er confirmation of registration.



Select the required option below for the specific service you wish to ca maintenance option.	rry out user maintenance for. Please note that activating the service is a prerequisite to accessing the relevant u
	The Administrator selects the
Administrator user maintenance	appropriate user maintenance
Conveyancing user maintenance	option type.

O Municipal Accounts		
The following table shows a list of the organisations assi	gned to you as the Nominee. Select the organisation that you wish to manage by clicking on the Organisation	below.
Organisation	Click the organization	
	in order to assign the	3
	liser as a nominee	

1 This section	n allows administrati	Nominee button			
+ Add Nom	Sumame	Email + Add Nominee in order to	er.	ID Type	
NDULUKANE	MANCOKO	mal.com assign the role to a specific user.	211083	SA National Identity Number	Add account to this nominee

	Select Account	
& Municip	Bearch (a) 14
[1] This section allows	228307222 SUMMER DAYS TRADING 17 / 1 PROSPERITY CRESCENT / BELLVILLE SOUTH INDUST	Select the
	226307238 : SUMMER DAYS TRADING 17 / 5 PROSPERITY CRESCENT / BELLVILLE SOUTH INDUST	applicable
+ Add Nominee	228307245 . SUMMER DAYS TRADING 17 / 2 PROSPERITY CRESCENT / BELLVILLE SOUTH INDUST	contract
Name Sur	226307252 - SUMMER DAYS TRADING 17 / 4 BESTER ROAD / BELLVILLE SOUTH INDUSTRIA	Ageneratio
NDULUKANE MAN	228307268 . SUMMER DAYS TRADING 17 / 8C PETER BARLOW DRIVE / BELLVILLE SOUTH INDUST	accountio
	226307275 - SUMMER DAYS TRADING 17 / 4 PROSPERITY CRESCENT / BELLVILLE SOUTH INDUST	be assigned
	228307282 . SUMMER DAYS TRADING 17 / 8 BESTER ROAD / BELLVILLE SOUTH INDUSTRIA	to the
	226307298 . SUMMER DAYS TRADING 17 / 7 PROSPERITY CRESCENT / BELLVILLE SOUTH INDUST	nominee fo
	228111871 SUMMER DAYS TRADING 17 / PO BOX 4985 / TYGER VALLEY	processing.

<		
Q Municipal Accounts:	Add Nominee	
	Add myself	
Note: Tick the	*Nama.	
box to add	*Somana:	Select
vourself as	*Email	Confirm to
the nominee		continue.
or complete	*Status	AddBa Astronomy (S)
the details of	Inactive #/O Tune	
the nominee		
me nommee.	*ID Number:	
	Cancel Confin	

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<	Municipal Ac	Note will b relev assig	The de e displa ant con ned to t	tails of yed as tract a he non	the non well as ccount ninee.	hinee the	
Name	Sumame	Email	Assigned Account	Status	10 Number	iD Type	
Barry	Nichalson	berry nichelson@ capetown goviza	000226307	Inadive	5710035046084	SA National Identity Number	Add account to this nominee
				Cl bu	ick the otton	Submi Submit	Sudmit



Civic Centre 12 Hertzog Boulevard Cape Town 8001 P O Bax 278, Cape Town 8000	Iziko Loluntu 12 Hertzog Boulevard IKapa 8001 P O Box 278, Cape Town 8000	Burgersenfrum Hertzog-boulevard 12 Kaapstad 8001 P O Box 278, Cape Town 8000	
Email: <u>Revenue.Eservices@c</u> Weblite: <u>eservices.copetown.g</u> Dear Nominee	apetown.gov.za ov.za	The nominee will receive an email confirming his/her nomination.	
You have been nominated by 3 To complete your registration p	WMMER DAYS TRADING 17 to tran	isact on the City of Cape Town's e-Services portal u eservices.capetown.gov.za	nder the role Rotes Processor for the service .
You will be required to login to account. Once you are able to	the City of Cape Town's eServic access the eServices account,	es portal. If you are an existing user, please login us please activate your role under "My user roles".	ing your existing login details. If you are a new user, please register a new user
If you have any queries please of	contact support via email al <u>Rev</u>	renue.Eservices@capetown.gov.za	
e-Services City of Cape Town			

This is the Nominee Activation Confirmation Section

Y OF CAPE TOWN EKO SASEKAPA D KAAPSTAD	Making progress possible. Together.	
Services Authentication failed. Password locked Username Password * Password * Log On	Note: If the nominee is an existing user, he/she must login with his/her logon details.	
Not registered yet? Register here Forgotten your password? Reset your password here Forgotten your username? Retrieve your username here Missing password e-mail? Check/change your e-mail address here Frequently asked questions? Find e-Services FAQ here	If the nominee is a new user, please click Register her. See page 4	

CITY OF	CAPE TOWN	Making progress possible. To	City of Cape Town - Homepage Log off
ISIXEKO	SASEKAPA		ogether.
STAD KA	APSTAD		Welcome: Mr Nathan Small
Home Careers ePro	es portal Service Activation es portal Welcome to e Dear User The e-Services website has been d The <u>My user roles</u> page (specific to o these roles to begin transacting. The i The <u>Service activation</u> page (specific More information about the City and it information website <u>www.capetown.go NOTE: It takes approximately an hour for the </u>	Select the link to Navigate to the New eService Portal platform. User administrator will be responsible for the deactivation of the to individuals) lists the different services available on this web as services, as well as interesting news articles, contact details NZA	nline. Is should you need to. Please note that doing so does not s the data relevant to your user registration. Y other people in your organisation. You need to activate ese roles when required. Insite. and other useful information can be found on the City's general er confirmation of registration.



User Rol	ICS hows a list of the roles assigned to order to transact. De-activation o	to you by you f the active dis	te: the organizatio which the user wa minated, will be played.	nsibility. You are required to re required.
Role	Business Partner	Account	Status	
Nominee	SUMMER DAYS TRADING 17PROPRIETARY LIMITED		Not activated	Activate
	Select Active to acc role as	the the button ept the s nominee.		

.

- 3 Development 4 Data Privacy Management Statement
Note: Where the nominee is
not an existing user.
The Data privacy statement is the POPI Act compliance.
This means that the infomation provided by you will not be passed to 3rd parties and is only maintained for the use of CoCT e-Services

Role activation application submitted successfully.		
Your application for the activation of your role in E-Services has been submit Reference # 5203065211083/00004. Kindly take note of this reference numb You will receive an e-mail when your registration is active with details on how The activation of your role as nominee has successfully been submitted.	tted successfully. ber and quote when making an enquiry. v to access E-services on behalf of your company. Note: Both the administrator and nominee will receive an email with this confirmation message that the application activation for the nominee was submitted successfully.	
	submitted successfully.	

Having trouble assigning nominee roles by the administrator......

• Call our Revenue E-service Hotline at 0860 103 089 (Monday to Friday between 08h00 & 16h00)



 Email our Revenue E-Service Hub 24/7 at <u>Revenue.Eservices@capetown.gov.za</u> (Responses are handled - Monday to Friday between 08h00 & 16h00)



 Visit any of our Municipal Revenue offices during office hours (Monday to Friday between 08h00 & 16h00)



Note: There is no availability on public holidays and weekends.

This is the end of the Nominee Role Activation Process

Congratulations!

You have reached the end of the Registration and Activation Process Manual

You have successfully made your registration/activation.

Click here to view other available user manuals.

For online services and enquiries, contact us through our District Information Hubs:

Blaauwberg Northern Cape Flats Table Bay

Helderberg Tygerberg Khayelitsha Southern