



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.

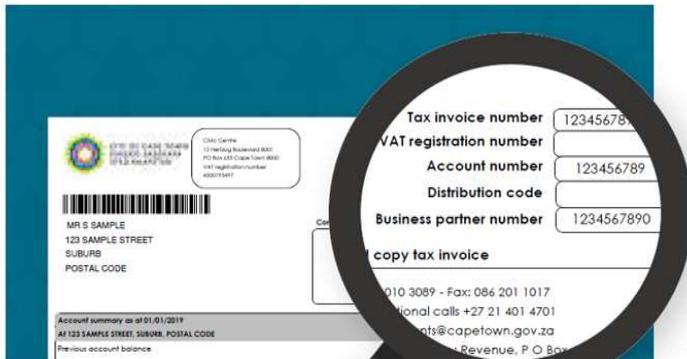
E-Services portal has the following City services online:

- *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.

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



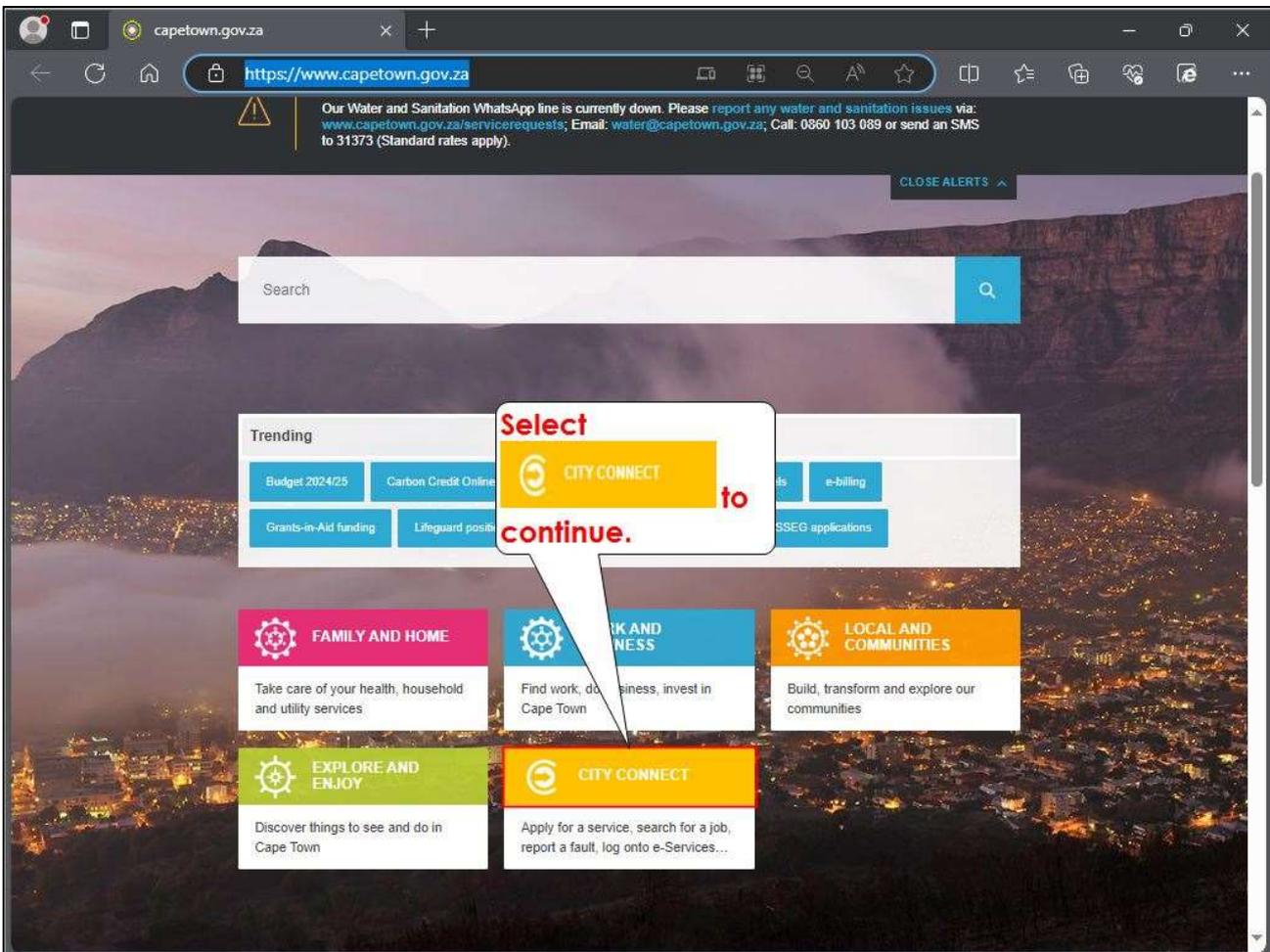
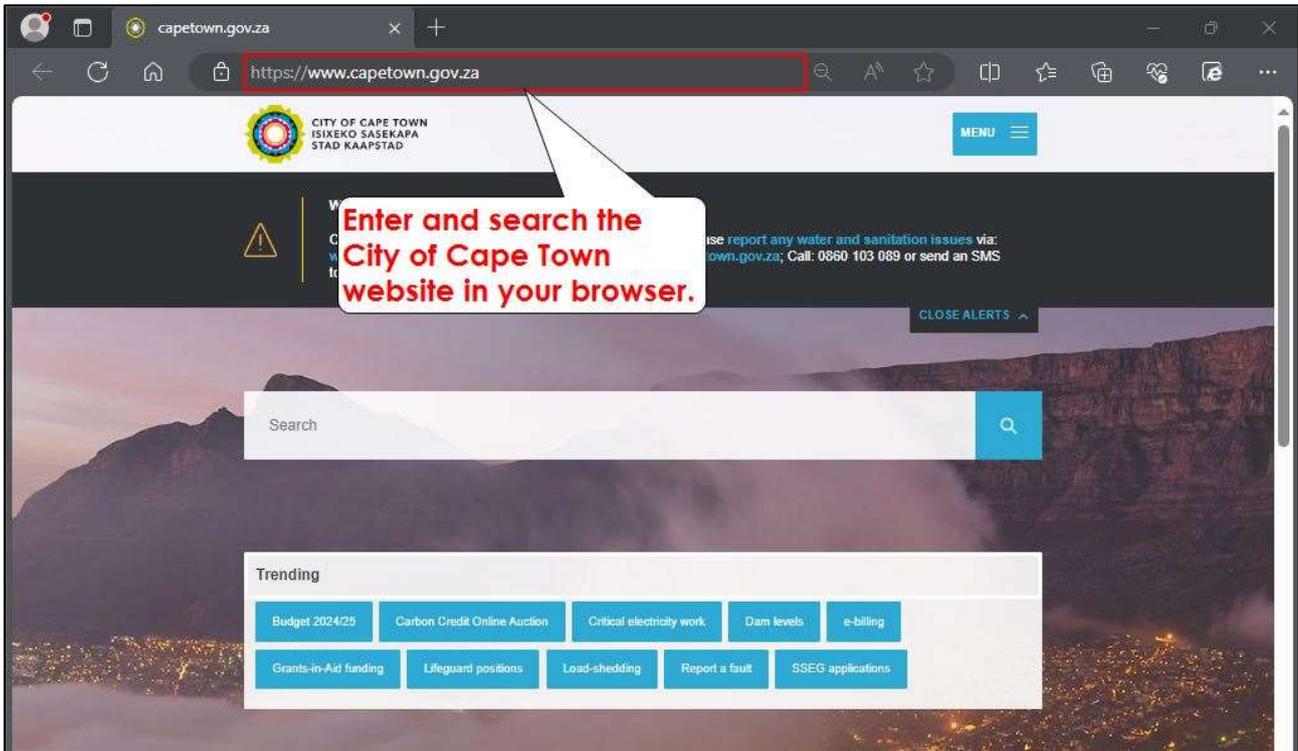
- Basically it is a **number** to identify **you (the partner)** doing **business** with the **City of Cape Town**

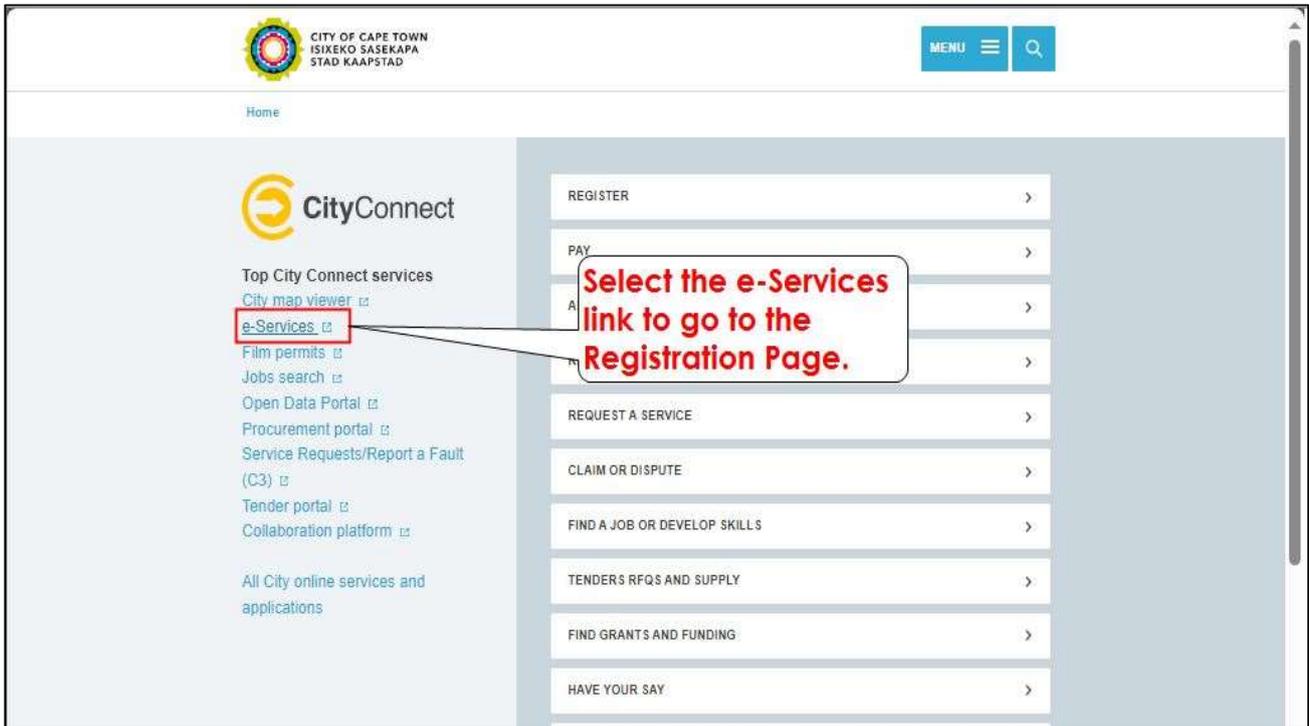
(E.g. A property owner within the City of Cape Town receiving a rates account, will have a Business partner number allocated to their profile as a rate payer. The number is located in the top right corner of a City Municipal Bill, under the tax invoice and account number.)

Registering for e-Services

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

STEP 1: The e-Service Registration Process





Personal Information

 CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Personal Information Why register with us

*Title

Select the Title drop-down arrow to add your title.

- MS.
- Mr
- Mrs.
- Rev.
- Miss
- The Honourable
- Prof.
- Dr.
- Sir
- Estate Late
- Pastor
- Rabbi

Passport

Personal Information

 CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Personal Information Why register with us

*Title

Enter your First Names as per your Identity Document or Passport.

*First Name

*Surname

*Initials

*Identification Number

Personal Information

 CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Personal Information Why register with us

*Title

*First Name

*Surname

*Initials

*Identification Number
SA ID Number

Enter your Surname as per your Identity Document or Passport.

Personal Information

 CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Personal Information Why register with us

*Title

*First Name

*Surname

*Initials

*Identification Number
SA ID Number

Enter your Initials - (First letter of names as per Identity Document or Passport).

Personal Information

 CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Personal Information Why register with us

*Title

*First Name

*Surname

*Initials

*Identification Number

Enter Identification or Passport number.

Personal Information

 CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Personal Information Why register with us

*Title

*First Name

*Surname

*Initials

*Identification Number

Note: Kindly check and verify that all details are correctly completed to avoid any delays.

Select to continue.

Sign in details

*Username
Enter unique username

*Email address
Enter your unique username.

Confirm email address

Contact Details

*Cellphone number
Enter mobile number

Telephone number
Enter telephone number

Data privacy 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](#)

Note: The username and password can consist of the alphabet, numbers and symbols.
Example.
Username: Nickname
Password: Nickname#1

Kindly avoid the use of spaces, commas, full stops and underscores when creating the username and password.

Some usernames might already be registered. You may edit or change your username until accepted by the system.

Data privacy statement

Sign in details

*Username
Enter unique username

Enter your own email address.

*Email address
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

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](#)

Note: This is to receive relevant communication and notification.

Data privacy statement

Sign in details

*Username

*Email address

*Confirm email address

Contact Details

*Cellphone number

Telephone number

Data privacy statement [Data privacy 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](#)

Re-enter your email address to confirm.

Sign in details

*Username

*Email address

*Confirm email address

Contact Details

*Cellphone number

Telephone number

Data privacy statement [Data privacy 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](#)

Note: This is to receive relevant communication and notification.

Enter your mobile number.

Sign in details

*Username

*Email address

*Confirm email address

Contact Details

*Cellphone number

Telephone number

Data privacy statement [Data privacy 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](#)

Enter your landline or alternate telephone number.

*Username

*Email address

*Confirm email address

Contact Details

*Cellphone number

Telephone number

Data privacy statement [Data privacy 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](#)

Note: The Data privacy statement is the POPI Act compliance.

This means that the information provided by you will not be passed to 3rd parties and is only maintained for the use of CoCT e-Services

Click here to open and read the Data privacy statement.

*Username
Enter unique username

*Email address
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 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](#) [Register me](#)

Select to tick the check box to accept the Data privacy statement.

*Username
Enter unique username

*Email address
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 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](#) [Register me](#)

Select [Register me](#) to complete the registration.

The screenshot shows a confirmation page for e-Service registration. At the top, a blue banner reads "Registration Successful". Below this, the City of Cape Town logo is on the left, and a callout box on the right says "Your eService Registration has been successful." The main content area includes "Congratulations" and "You have successfully registered for e-Services". It also states that login credentials have been emailed and provides a note: "Note: A noreply email will be sent to your email address to Confirm Registration. It will include your unique username and a temporary password to log on to eServices."

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
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

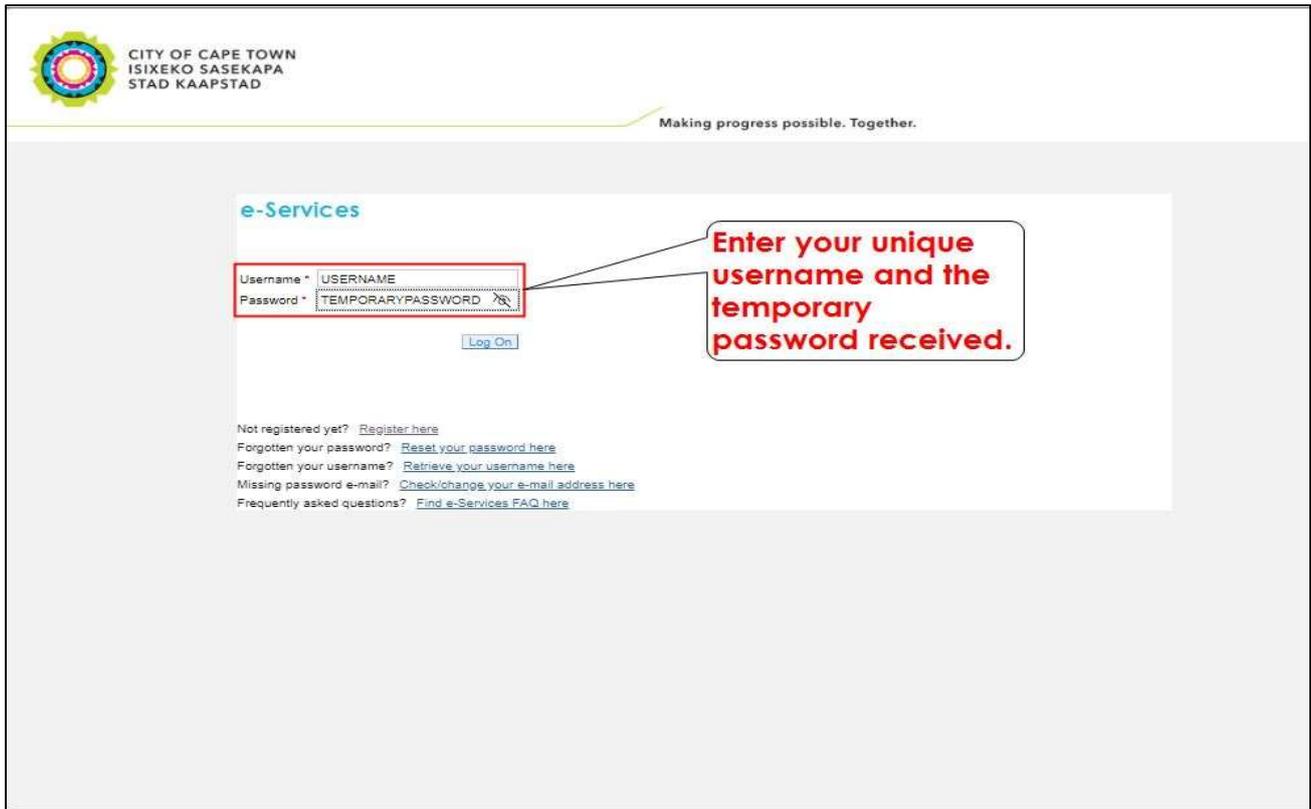
- Visit any of our 8 District Offices during office hours (Monday to Friday between 08h00 & 16h00)



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



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STAD KAAPSTAD

Making progress possible. Together.

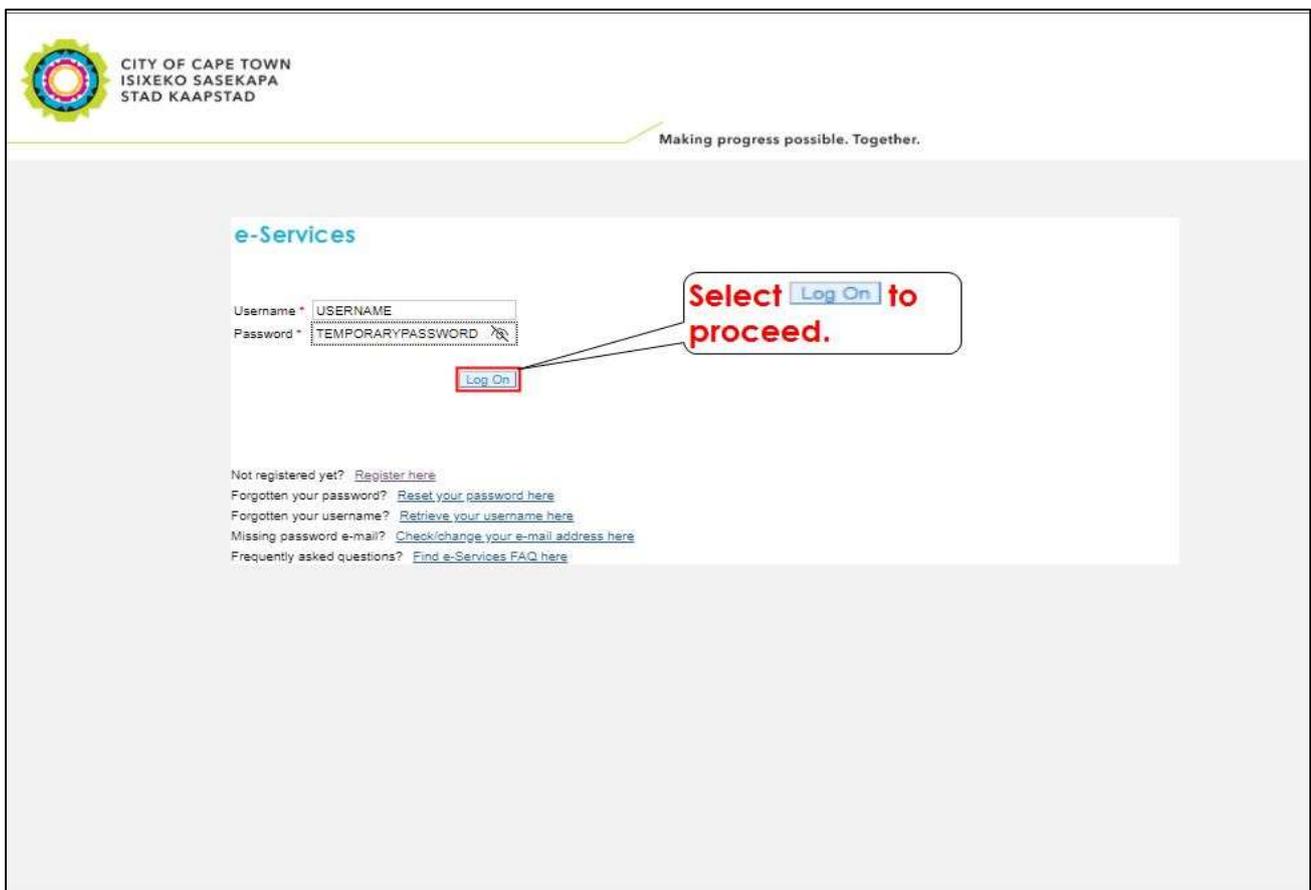
e-Services

Username * USERNAME
Password * TEMPORARYPASSWORD

Log On

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](#)

Enter your unique username and the temporary password received.



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e-Services

Username * USERNAME
Password * TEMPORARYPASSWORD

Log On

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](#)

Select Log On to proceed.

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

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Temporary password must now be changed

Change Password

Old Password * TEMPORARYPASSWORD

New Password *

Confirm Password *

Change Cancel

Select the Old Password field and Enter the Temporary Password received.

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STAD KAAPSTAD

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Temporary password must now be changed

Change Password

Old Password *

New Password *

Confirm Password *

Change Cancel

Enter New Password.

Note: The New Password is to include atleast 1 capital letter and number.

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Making progress possible. Together.

Temporary password must now be changed

Change Password

Old Password *

New Password *

Confirm Password *

Change Cancel

Enter the New Password to Confirm.

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Making progress possible. Together.

Temporary password must now be changed

Change Password

Old Password *

New Password *

Confirm Password *

Change Cancel

Select Change button 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

The screenshot shows the City of Cape Town e-Service portal. At the top left is the City of Cape Town logo and name in three languages: CITY OF CAPE TOWN, ISIXEKO SASEKAPA, and STAD KAAPSTAD. The tagline "Making progress possible. Together." is centered below the logo. On the right, there are links for "City of Cape Town - Homepage" and "Log off", and a "Welcome: Mr Nathan Small" message. A navigation menu includes "Home", "Careers", "eProcurement", and "Service Activation". Below this is a "My user menu" with a red box around "New e-Service portal". A callout box with red text says: "Select the link to Navigate to the New eService Portal platform." The main content area has a "Welcome to e-Service" heading and a "Dear User" greeting. It explains that the e-Service website has been designed for online use and provides instructions on how to use the "My profile" and "My user roles" pages. A "NOTE" at the bottom states: "It takes approximately an hour for the service-specific tabs to appear on your e-Service account after confirmation of registration."

The screenshot shows a dashboard titled "General" with a background image of a city at night. The dashboard contains several white tiles with icons: "Contact us", "Frequently asked questions", "My user profile: User details", "My user roles: Organisation role as...", "Service Registration for Supplier Self Ser...", "My services", and "Organisations". A red box highlights the "My services" tile, and a callout box with red text says: "Select the My services tile." At the bottom left, a URL is visible: "https://eservices.capetown.gov.za/irj/portal/fiori/#EP--1183...".

DEVELOPMENT MANAGEMENT and e-SERVICE REGISTRATION

Activate services for yourself

Available services		
Conveyancing	Rates clearance service for SOLE PROPRIETORS ONLY	<input type="button" value="Activate"/>
Development Management	Subsidised line (Incl. SOLE PROPRIETOR)	<input style="border: 2px solid red;" type="button" value="Activate"/>
Energy Services	Apply for service connections, embedded generation (solar PV) and other energy services.	<input type="button" value="Activate"/>
Events Permitting and Support		<input type="button" value="Activate"/>
Facility Booking		<input type="button" value="Activate"/>
Informal Trading Bay	Informal trading bay application	<input type="button" value="Activate"/>
Municipal Accounts	View rates and service account details, balances and payments	<input type="button" value="Activate"/>
Vehicle Licensing	Motor vehicle licence renewal	<input type="button" value="Activate"/>

Select Activate to activate services for Development Management.

Note: Activate one service at a time to avoid any delays.

Development management service activation

1 General Information
 2
4 Data Privacy Statement

1. General Information

Personal Details

Title *

First Name *

Surname *

Initials *

SA ID Number Passport

ID copy *

Mr v

Nathan c

Small c

N

7312315170089

Note: Check and Verify your personal details entered during the registration process

Select to upload a copy of your Identity Document or Passport for verification.

Step 2

Development management service activation

1 General Information — 2 Address — 3 Development Management — 4 Data Privacy Statement

1. General Information

Personal Details

Title

First Name

Surname

Initials

SA ID Number Passport

SA ID Number

Passport

ID copy

Step 2

Select Step 2 to proceed.

Development management service activation

1 General Information — 2 Address — 3 Development Management — 4 Data Privacy Statement

2. Address

Address Details

House number

Street name

City

Country

Postal code

Note: Unit numbers to be entered for all Sectional Title Schemes

Select and enter the House number in this field only.

Step 3

Development management service activation

1 General Information — 2 Address — 3 Development Management — 4 Data Privacy Statement

2. Address

Address Details

House number

Street name

City

Country

Postal code

Select and enter the House number in this field only.

Note: Unit numbers to be entered for all Sectional Title Schemes

Step 3

1 General Information — 2 Address — 3 Development Management — 4 Data Privacy Statement

Address Details

House number

Street name

City

Country

Postal code

Select and enter the City.

3. Development Management

Development Management Details

SACAPSA number

1 General Information 2 Address 3 Development Management 4 Data Privacy Statement

Address Details

House number ^{*}

Street name ^{*}

City ^{*}

Country ^{*}

Postal code ^{*}

Select and confirm the country of origin.

3. Development Management

Development Management Details

SACAPSA number

1 General Information 2 Address 3 Development Management 4 Data Privacy Statement

Address Details

House number ^{*}

Street name ^{*}

City ^{*}

Country ^{*}

Postal code ^{*}

Select and enter the Postal code.

3. Development Management

Development Management Details

SACAPSA number

Development management service activation

1 General Information — 2 Address — 3 Development Management — 4 Data Privacy Statement

2. Address

Address Details

House number

Street name

City

Country

Postal code

Step 3

Select Step 3 to continue.

1 General Information — 2 Address — 3 Development Management — 4 Data Privacy Statement

3. Development Management

Development Management Details

SACAPSA number

Engineer number

Professional number

VAT registered

Step 4

Note: Registration numbers are to be completed by registered professionals upon activation. (This will link the registration number to the Business partner number)

Select the check box if vat registered, to enter your vat registration number.

Development management service activation

1 General Information — 2 Address

3. Development Management

Development Management Details

SACAPSA number

Engineer number

Professional number

VAT registered

Note: Kindly ignore if you are not a registered professional

Step 4 **Select Step 4 to continue.**

Development management service activation

1 General Information — 2 Address — 4 Data Privacy Statement

4. Data Privacy Statement

Data Privacy 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**

Click here to open and read the Data privacy statement.

Note: The Data privacy statement is the POPI Act compliance.

This means that the information provided by you will not be passed to 3rd parties and is only maintained for the use of CoCT e-Services

Select to tick the check box to accept the Data privacy statement.

Development management service activation

1 General Information — 2 Address — 3 Development Management — 4 Data Privacy Statement

4. Data Privacy Statement

▼ Data Privacy 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](#)

Activate

Select **Activate to activate the service for Development Management.**

Development Submission

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 Successfully Submitted.

Note: The service activation process can take up to 48hrs.

Requests and Application submissions can only be processed once the service is active.

Notification will be sent once the service is activated.

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)



Heidelberg.Hub@capetown.gov.za - Khayemitch.Hub@capetown.gov.za - Capetown.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

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e-Services
Authentication failed. Password locked

Username *
Password *

Note: Enter Your Unique Username and Password

Select Log On to proceed.

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](#)

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

City of Cape Town - Homepage | Log off

Making progress possible. Together.

Welcome: Mr Nathan Small

Home | Careers | eProcurement | Service Activation

My user menu | **New e-Services portal**

Welcome to e-Services

Dear User

The e-Services website has been designed to provide a user-friendly online platform for you to manage your services.

The [My profile](#) page shows the information you may have provided and allows you to change any information you may have provided.

The [My user roles](#) page (specific to organisations) lists the different roles you can assign to other people in your organisation. You need to activate these roles to begin transacting. The user administrator will be responsible for the deactivation of these roles when required.

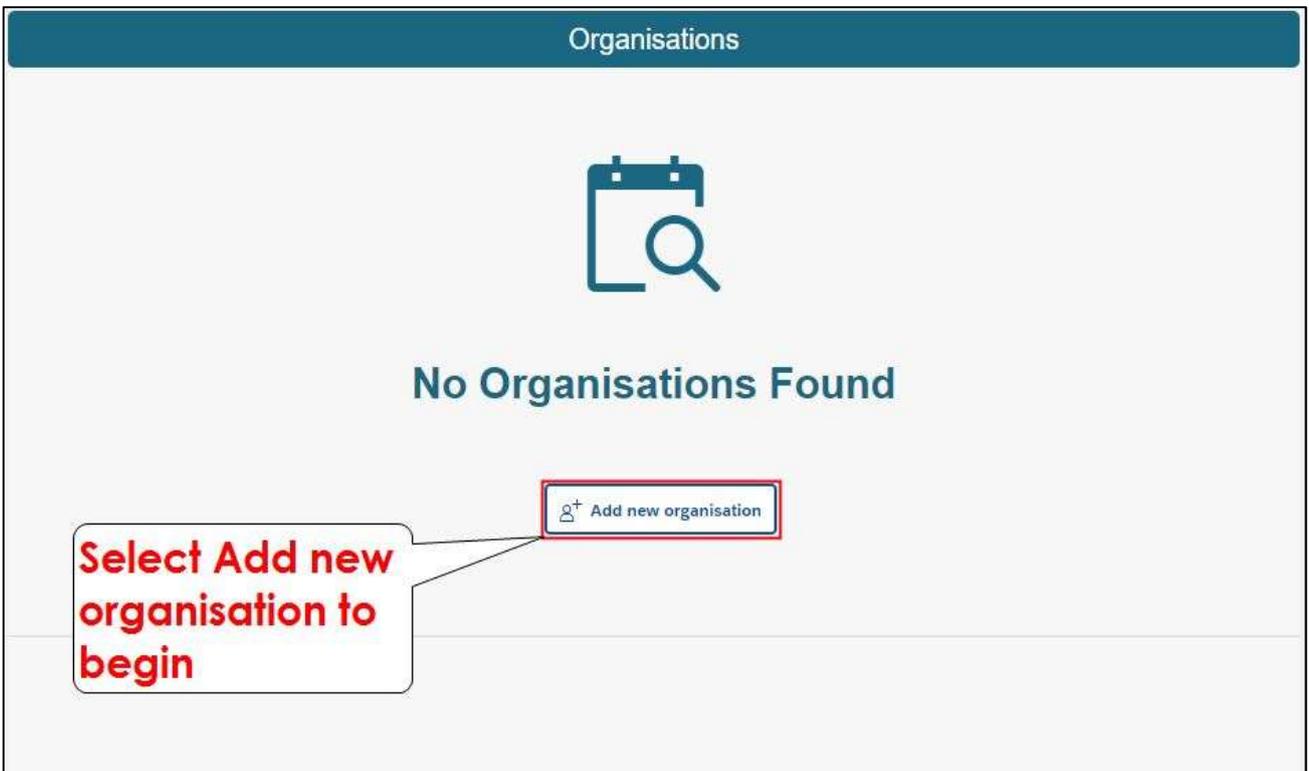
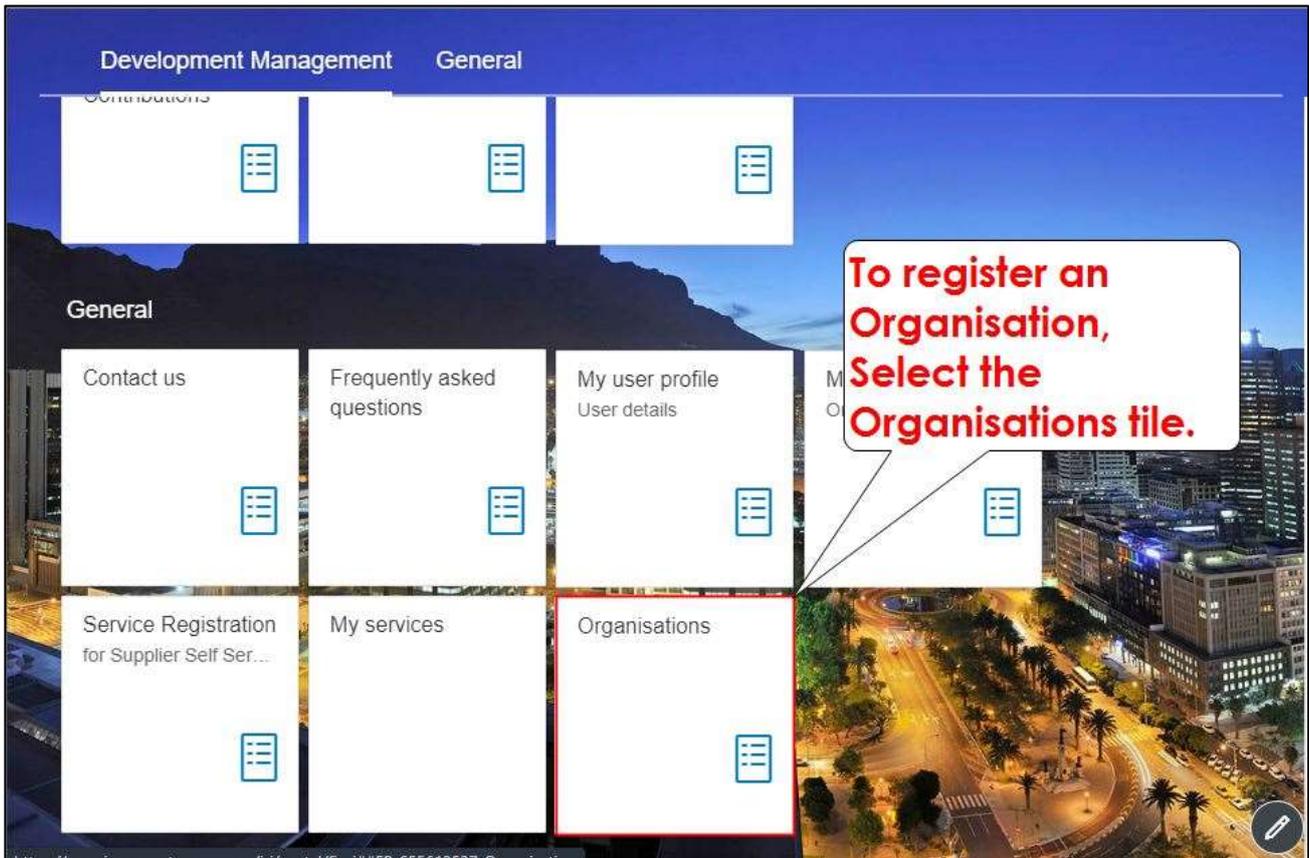
The [Service activation](#) page (specific to individuals) lists the different services available on this website.

More information about the City and its services, as well as interesting news articles, contact details and other useful information can be found on the City's general information website www.capetown.gov.za

NOTE:

It takes approximately an hour for the service-specific tabs to appear on your e-Services account after confirmation of registration.

Select the link to Navigate to the New eService Portal platform.



Organisations

To register a new organisation please ensure that you have the following information ready:

- Organisation Details**
Name, Type, Registration Number, Entity Type, Registration Certificate Number
- Organisation Address**
Address, Office Park, City, Country, Postal Code
- Authorising Official and Administrator Details**
Full Name, Identity Type, ID Number, Position, Contact Number, Signed Letter of Authorisation, Copy of ID Document

Note: Pay attention to the document requirements needed for registration processing

Select to Download the Letter of Authorisations

[Download Authorisation Letter Template](#)

[Continue](#)

LETTER OF AUTHORIZATION

Company name, address and telephone number:

Save or Print the Letter of Authorisation for completion

Letter of authorisation

I _____ (name of authorised person),

in my capacity as _____ (position)

in _____ (organisation), hereby give authorisation to

_____ (name), in his/her capacity as

_____ (position) to act as _____

Organisations

To register a new organisation please ensure that you have the following information ready:

- Organisation Details**
Name, Type, Registration Number, Entity Type, Registration Certificate Number
- Organisation Address**
Address, Office Park, City, Country, Postal Code
- Authorising Official and Administrator Details**
Full Name, Identity Type, ID Number, Position, Contact Number, Signed Letter of Authorisation, Copy of ID Document

Select continue to proceed.

[Download Authorisation Letter Template](#) [Continue](#)

Organisation Registration

1 Organisation Details 5

Note: Step 1, Complete the Organisation Details as registered.

1. Organisation Details

Organisation Details

Organisation name*

Type of organisation*

Registration number*

Entity type

Registration certificate*

Business partner

Select and enter the Organisation Name in the field

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives — 5

1. Organisation Details

Organisation Details

Organisation name *

Type of organisation * Select organisation type

Registration number *

Entity type Head office Subsidiary

Registration certificate * Browse...

Business partner

Select the Organisation Type drop-down arrow.

Organisation

1 Organisation Details — 2 Organisation Address — 5

1. Organisation Details

Organisation Details

Organisation name *

Type of organisation * Select organisation type

Registration number *

Entity type Head office Subsidiary

Registration certificate * Browse...

Business partner

- External companies
- Home Owners Association
- Incorporated (Section 53(B))
- Limited By Guarantee (Limited By Guarantee)
- Local Government
- Non Profit Organisation
- Non Profitable Company (Section 21)
- Primary Cooperative

Select the applicable Organisation Type from the list provided

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives — 5

1. Organisation Details

Organisation Details

Organisation name *

Type of organisation *
Local Government

Registration number *

Entity type
Head office | Subsidiary

Registration certificate *
Choose a file to upload | Browse...

Business partner
Enter business partner number

Select and Enter the Organisations Registration Number

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives — 5

1. Organisation Details

Organisation Details

Organisation name *

Type of organisation *

Registration number *

Entity type
Head office | Subsidiary

Registration certificate *
Choose a file to upload | Browse...

Business partner
Enter business partner number

Note: The Organisations Registration Number must be provided for validation purposes.

Message
Capture a registration number for validation
Yes

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives — 5

Organisation Details

Organisation name*

Type of organisation* **Select the applicable Entity Type**

Registration number*

Entity type Head office Subsidiary

Registration certificate*

Business partner

VAT registered

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives — 5

Organisation Details

Note: All documents required for Organisation Registration processing, must be merged into one PDF document when uploading, as multiple document uploads are not allowed by the system.

Organisation name*

Type of organisation*

Registration number*

Entity type Head office Subsidiary

Registration certificate* **Select Browse to upload the required merged pdf document for processing.**

Business partner

VAT registered

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives — 5

Organisation Details

Organisation name *

Type of organisation *

Registration number *

Entity type

Registration certificate *

Business partner

VAT registered

Note: Please enter the BP number as it appears in the Municipal Bill. Where the Organisation is not tied to a property and no BP number exists, one will be automatically generated.

Note: Ignore if no BP number exists.

Select and enter the Business partner number in the field.

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives — 5

Organisation Details

Organisation name *
Development Management

Type of organisation *
Local Government

Registration number *

Entity type

Registration certificate *

Business partner

VAT registered

Click to tick the VAT registered check box.

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives — 5

Organisation Details

Organisation name *

Type of organisation *

Registration number *

Entity type

Registration certificate *

Business partner

VAT registered

Click to tick the VAT registered check box.

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives — 5

Organisation name *

Type of organisation *

Registration number *

Entity type

Registration certificate *

Business partner

VAT registered

Step 2

Select Step 2 to continue.

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives — 5

2. Organisation Address

Organisation Address

House number*

Street name*

City*

Country*

Postal code*

Select and enter the House number in this field only.

Note: Unit numbers to be entered for all Sectional Title Schemes

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives — 5

2. Organisation Address

Organisation Address

House number*

Street name*

City*

Country*

Postal code*

Select and enter the full street address.

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives — 5

2. Organisation Address

Organisation Address

House number*

Street name*

City*

Country*

Postal code*

Select and enter the City.

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives — 5

2. Organisation Address

Organisation Address

House number*

Street name*

City*

Country*

Postal code*

Select and confirm the country of origin.

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives — 5

2. Organisation Address

Organisation Address

House number*

Street name*

City*

Country*

Postal code*

Select and enter the Postal code.

Organisation Registration

1 Organisation Details — 2 Organisation Address — 3 Service Activation — 4 Representatives — 5

2. Organisation Address

Organisation Address

House number*

Street name*

City*

Country*

Postal code*

Select Step 3 to continue.

Step 3

1 - 2 Organisation Address — 3 Service Activation

3. Service Activation

Note: BP number will appear if provided in Step 1.

Business partner

Click the check box of the Service you wish to activate.

Note: Activate one service at a time to avoid any delays.

Available services	
<input type="checkbox"/> Conveyancing	<input type="checkbox"/>
<input type="checkbox"/> Debt Management Revenue Collection	<input type="checkbox"/>
<input type="checkbox"/> Development Management	<input type="checkbox"/>
<input type="checkbox"/> Energy Services	<input type="checkbox"/>
<input type="checkbox"/> Environmental Health	<input type="checkbox"/>
<input type="checkbox"/> Events Permitting and Support	<input type="checkbox"/>
<input type="checkbox"/> Facility Booking System	<input type="checkbox"/>
<input type="checkbox"/> Municipal Accounts	<input type="checkbox"/>
<input type="checkbox"/> Work Order Management	<input type="checkbox"/>

1 - 2 Organisation Address — 3 Service Activation — 4 Representatives — 5 Privacy Statement

<input type="checkbox"/> Debt Management Revenue Collection	<input type="checkbox"/>
<input checked="" type="checkbox"/> Development Management	<input checked="" type="checkbox"/>
<input type="checkbox"/> Energy Services	<input type="checkbox"/>
<input type="checkbox"/> Environmental Health	<input type="checkbox"/>
<input type="checkbox"/> Events Permitting and Support	<input type="checkbox"/>
<input type="checkbox"/> Facility Booking System	<input type="checkbox"/>
<input type="checkbox"/> Municipal Accounts	<input type="checkbox"/>
<input type="checkbox"/> Work Order Management	<input type="checkbox"/>

Select Step 4 to continue.

Step 4

Representatives Responsibilities for an Organisation

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



a. Authorising official
Director of Organisation



b. Administrator
Person completing the online registration. Can also be the Authorising official



c. Nominee
Person interacting online on behalf of the Organisation

1 - 2 Organisation Address - 3 Service Activation - **4 Representatives** - 5 Privacy Statement

4. Representatives

- Authorising official**
> Details
Expand/Collapse
- Administrator**
> Details

Click the Authorising official Expand/Collapse button >.

1 - 2 Organisation Address — 3 Service Activation — 4 Representatives — 5 Privacy Statement

4. Representatives

Authorising official

Details

Same as

Select the drop-down arrow.

Title*

First Name*

Surname*

Initials*

SA ID Number

1 - 2 Organisation Address — 3 Service Activation — 4 Representatives — 5 Privacy Statement

4. Representatives

Authorising official

Details

Same as

New user

Sign in user

Select the Authorised official from the drop-down list.

First Name*

Surname*

Initials*

SA ID Number

Note: Details to be completed if different from the Sign in user.

Position in organisation*

1 - 2 Organisation Address - 3 Service Activation - 4 Representatives - 5 Privacy Statement

SA ID Number | Passport

Position in organisation *

Business partner number

Contact number *

Email address *

Signed letter of authorisation *

ID copy *

Choose a file to upload | Browse...

Choose a file to upload | Browse...

Click the Administrator Expand/Collapse button > .

> Administrator
> Details

1 - 2 Organisation Address - 3 Service Activation - 4 Representatives - 5 Privacy Statement

> Administrator

> Details

Same as

Select the drop-down arrow.

Title *

First Name *

Surname *

Initials *

SA ID Number | Passport

Contact number *

Email address *

Select title

Enter first name

Enter surname

Enter initials

Enter id number

Enter contact number

Enter email address

1 - 2 Organisation Address - 3 Service Activation - 4 Representatives - 5 Privacy Statement

Administrator

Details

Same as

New user
Sign in user
Authorising official

Select the Administrator from the drop-down list.

Select title

Enter first name

Enter surname

Enter initials

Enter Id number

Enter contact number

Enter email address

Surname*

Note: Details to be completed if different from the Sign in user and Authorising official.

Email address*

1 - 2 Organisation Address - 3 Service Activation - 4 Representatives - 5 Privacy Statement

Title* Mr

First Name* Nathan

Surname* Small

Initials* N

SA ID Number | Passport

Contact number*

Email address*

Select Step 5 to continue.

Step 5

1 - 2 Organisation Address — 3 Service Activation — 4 Representatives — 5 Privacy Statement

5. Privacy Statement

Data Privacy 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](#)

Note: The Data privacy statement is the POPI Act compliance.

This means that the information provided by you will not be passed to 3rd parties and is only maintained for the use of CoCT e-Services

Click here to open and read the Data privacy statement.

1 - 2 Organisation Address — 3 Service Activation — 4 Representatives — 5 Privacy Statement

5. Privacy Statement

Data Privacy 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](#)

Select to tick the check box to accept the Data privacy statement.

Cancel

1 - 2 Organisation Address — 3 Service Activation — 4 Representatives — 5 Privacy Statement

5. Privacy Statement

▼ Data Privacy 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](#)

Click to complete the Organisation Registration and Service Activation Process.

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 organisation will appear in your list of organisations when the registration is approved. Your reference number is DEVELOPMENTMANAGEMENT/00001.

Note: The service activation process can take up to 48hrs.

Requests and Application submissions can only be processed once the service is active.

Notification will be sent once the service is activated.

Successful submission

Congratulations



The organisation registration has been successfully submitted for approval. This organisation will appear in your list of organisations when the registration is approved. Your reference 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 Revenue.Eservices@capetown.gov.za (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

STEP 5: Activating the Administrator's role Process

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Making progress possible. Together.

e-Services
Authentication failed. Password locked

Username *
Password *

Note: Enter Your Unique Username and Password

Select Log On to proceed.

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](#)

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

City of Cape Town - Homepage | Log off

Making progress possible. Together.

Welcome: Mr Nathan Small

Home | Careers | eProcurement | Service Activation

My user menu | **New e-Services portal**

Select the link to Navigate to the New eService Portal platform.

Welcome to e-Services

Dear User

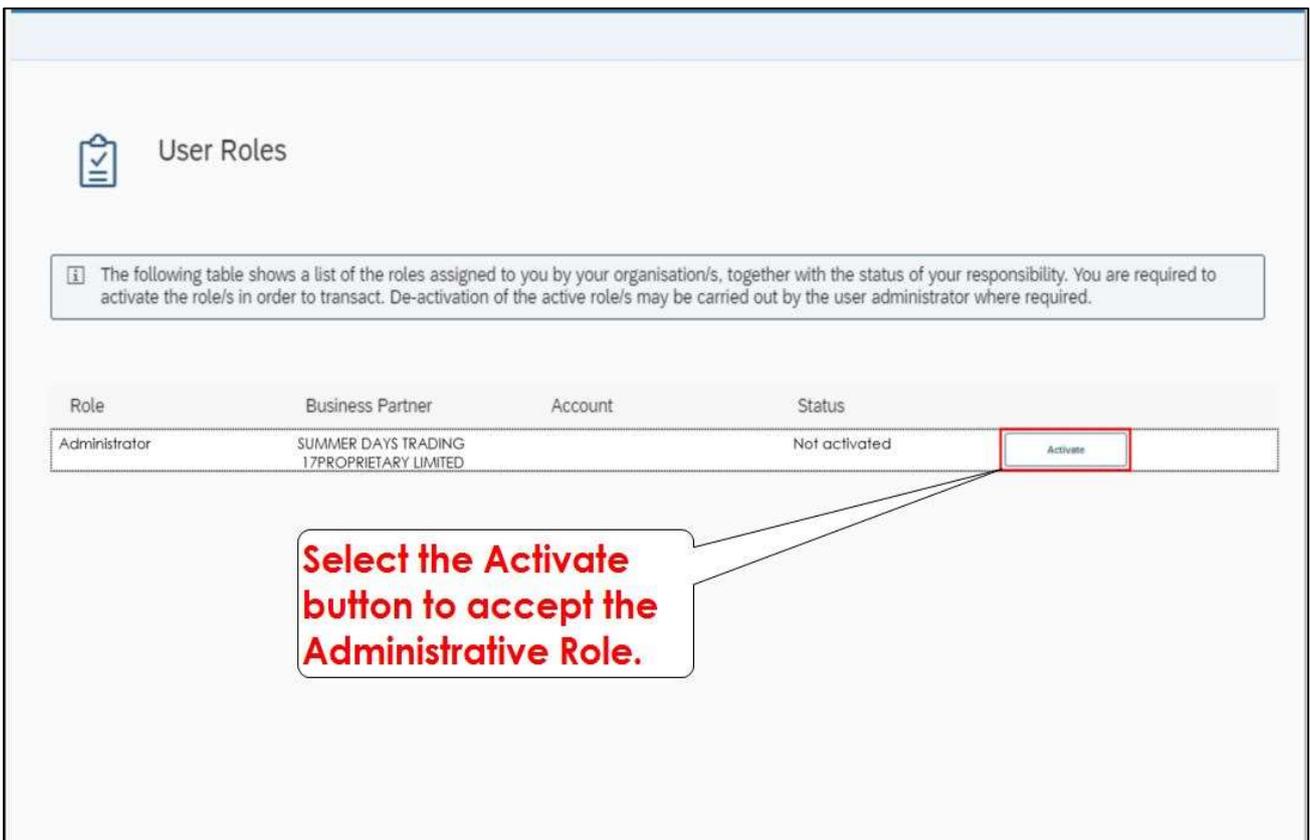
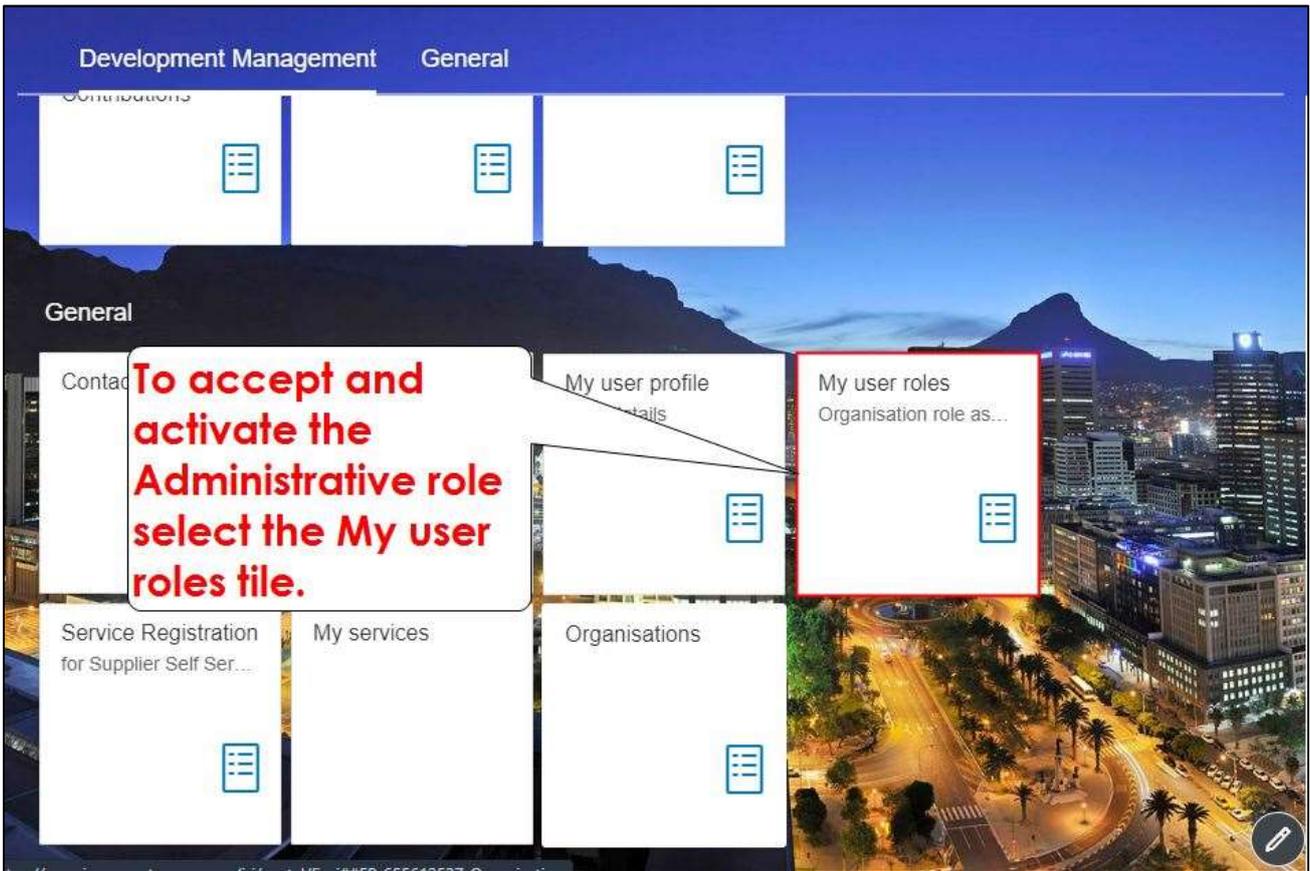
The e-Services website has been designed to provide you with a user-friendly online platform. The [My profile](#) page shows the information you have provided and allows you to change any information you may have provided.

The [My user roles](#) page (specific to organisations) allows you to assign roles to other people in your organisation. You need to activate these roles to begin transacting. The user administrator will be responsible for the deactivation of these roles when required.

The [Service activation](#) page (specific to individuals) lists the different services available on this website.

More information about the City and its services, as well as interesting news articles, contact details and other useful information can be found on the City's general information website www.capetown.gov.za

NOTE:
It takes approximately an hour for the service-specific tabs to appear on your e-Services account after confirmation of registration.



Data Privacy Statement

▼ Data Privacy Statement

We endeavour to ensure that the data you submit to us remains confidential and is used only for the purposes stated above. Please read through and confirm that you accept our data privacy statement.

I have read and accept the **Data privacy statement**

Activate

Note: Because the administrator is an existing e-service user, he/she must just tick the Data privacy statement acceptance block and then Submit/Activate

Select Activate / Submit to activate the administration role.

Role activation application submitted successfully.

i

Your application for the activation of your role in E-Services has been submitted successfully.
Reference # 5203065211083/00004. Kindly take note of this reference number and quote when making an enquiry.
You will receive an e-mail when your registration is active with details on how to access E-services on behalf of your company.

Note: The administrator will receive this confirmation message that the application was submitted successfully.

The activation of your administrative role has successfully been submitted.

Civic Centre 12 Hertzog Boulevard Cape Town 8001 P O Box 298, Cape Town 8000	Iziko Lolutu 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: Revenue.Eservices@capetown.gov.za
Website: eservices.capetown.gov.za

The Administrator will receive an email confirming the nomination.

Dear Administrator

You have successfully activated your role as an Administrator for SUMMER DAYS TRADING 17PROPRIETARY LIMITED's e-Services account.

Reference # 5710035046084/00003

Please go to eservices.capetown.gov.za and login to the e-Services website.

If you have any queries please contact us at Revenue.Eservices@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 Revenue.Eservices@capetown.gov.za (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

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Making progress possible. Together.

e-Services
Authentication failed. Password locked

Username *
Password *

Note: Enter Your Unique Username and Password

Select Log On to proceed.

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](#)

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

City of Cape Town - Homepage | Log off

Making progress possible. Together.

Welcome: Mr Nathan Small

Home | Careers | eProcurement | Service Activation

My user menu | **New e-Services portal**

Select the link to Navigate to the New eService Portal platform.

Welcome to e-Services

Dear User

The e-Services website has been designed to provide you with a user-friendly online platform. The e-Services website has been designed to provide you with a user-friendly online platform.

The [My profile](#) page shows the information you need to provide. You should you need to. Please note that doing so does not change any information you may have provided. This information is used to verify the data relevant to your user registration.

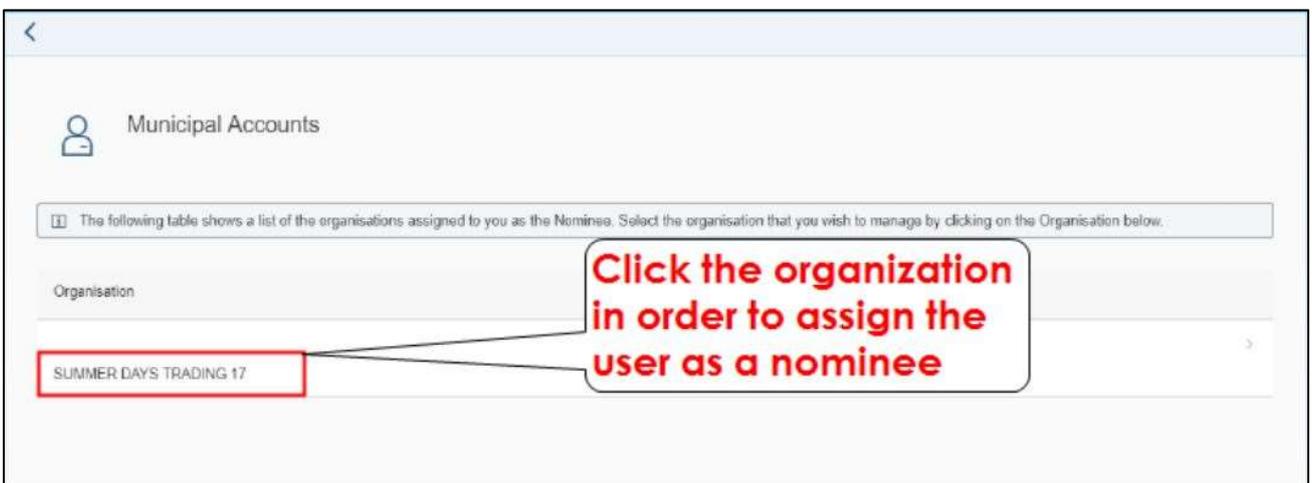
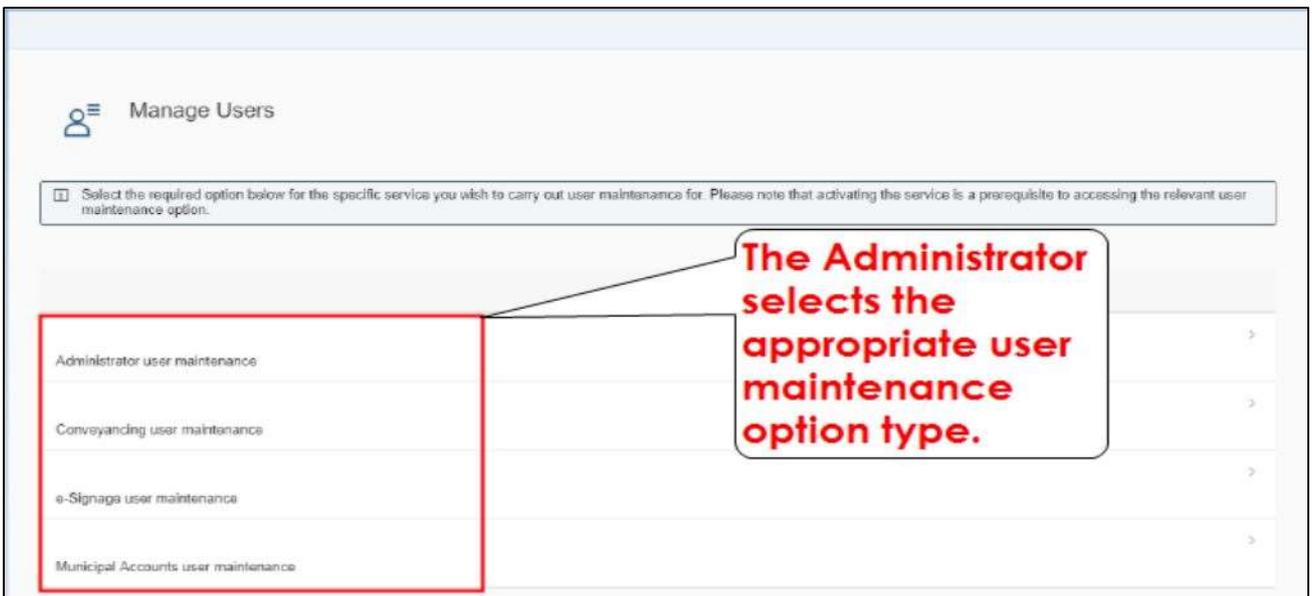
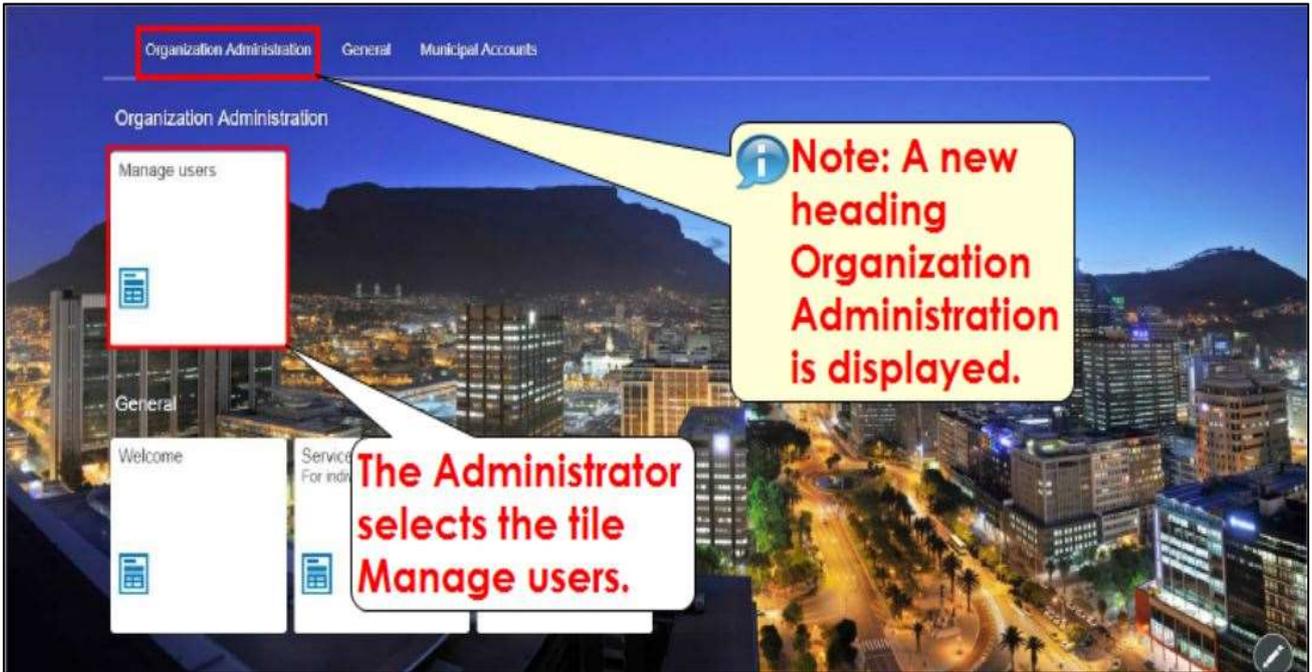
The [My user roles](#) page (specific to organisations) shows the different roles you can assign to other people in your organisation. You need to activate these roles to begin transacting. The user administrator will be responsible for the deactivation of these roles when required.

The [Service activation](#) page (specific to individuals) lists the different services available on this website.

More information about the City and its services, as well as interesting news articles, contact details and other useful information can be found on the City's general information website www.capetown.gov.za

NOTE:

It takes approximately an hour for the service-specific tabs to appear on your e-Services account after confirmation of registration.



Municipal Accounts: SUMMER DAYS TRADING 17

This section allows administrators to add or update nominees.

+ Add Nominee

Name	Surname	Email
NDULUKANE	MANCOKO	NMANCO@mail.com

Search by Name:

+ Add Nominee

User	ID Type
211083	SA National Identity Number

Add account to this nominee

Submit

Select Account

Search:

- 226307222 - SUMMER DAYS TRADING 17 / 1 PROSPERITY CRESCENT / BELLVILLE SOUTH INDUST...
- 226307238 - SUMMER DAYS TRADING 17 / 5 PROSPERITY CRESCENT / BELLVILLE SOUTH INDUST...
- 226307245 - SUMMER DAYS TRADING 17 / 2 PROSPERITY CRESCENT / BELLVILLE SOUTH INDUST...
- 226307252 - SUMMER DAYS TRADING 17 / 4 BESTER ROAD / BELLVILLE SOUTH INDUSTRIA
- 226307268 - SUMMER DAYS TRADING 17 / 8C PETER BARLOW DRIVE / BELLVILLE SOUTH INDUST...
- 226307275 - SUMMER DAYS TRADING 17 / 4 PROSPERITY CRESCENT / BELLVILLE SOUTH INDUST...
- 226307282 - SUMMER DAYS TRADING 17 / 8 BESTER ROAD / BELLVILLE SOUTH INDUSTRIA
- 226307298 - SUMMER DAYS TRADING 17 / 7 PROSPERITY CRESCENT / BELLVILLE SOUTH INDUST...
- 226111871 - SUMMER DAYS TRADING 17 / PO BOX 4965 / TYGER VALLEY

Select the applicable contract account to be assigned to the nominee for processing.

Cancel Submit

Municipal Accounts: SUMMER DAYS TRADING 17

Add myself

*Name:

*Surname:

*Email:

*Accounts: 226307268 - SUMMER DAYS TRADING 17 / 8C PETER BARLOW D...

*Status: Inactive

*ID Type:

*ID Number:

Note: Tick the box to add yourself as the nominee or complete the details of the nominee.

Select Confirm to continue.

Cancel Confirm Submit

Note: The details of the nominee will be displayed as well as the relevant contract account assigned to the nominee.

Municipal Ac

This section allows admini

+ Add Nominee

Search By Name

And/ Account

Name	Surname	Email	Assigned Account	Status	ID Number	ID Type
Barry	Nicholson	barry.nicholson@capetown.gov.za	000228307	Inedive	571003504684	SA National Identity Number

Add account to this nominee

Click the Submit button

Submit

Submit

Note: The Administrator will receive a confirmation message that the nomination has successfully been submitted

✓

Your request has been successfully submitted

Click Close to exit.

Close

Civic Centre
12 Hertzog Boulevard
Cape Town 8001
P O Box 298, Cape Town 8000

Iziko Lolu

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: Revenue.Eservices@capetown.gov.za
Website: eservices.capetown.gov.za

The nominee will receive an email confirming his/her nomination.

Dear Nominee

You have been nominated by SUMMER DAYS TRADING 17 to transact on the City of Cape Town's e-Services portal under the role Rates Processor for the services .

To complete your registration please click on the following link eservices.capetown.gov.za

You will be required to login to the City of Cape Town's eservices portal. If you are an existing user, please login using your existing login details. If you are a new user, please register a new user account. Once you are able to access the eservices account, please activate your role under "My user roles".

If you have any queries please contact support via email at Revenue.Eservices@capetown.gov.za

e-Services
City of Cape Town

This is the Nominee Activation Confirmation Section

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Making progress possible. Together.

e-Services
Authentication failed. Password locked

Username *
Password *

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](#)

Note: If the nominee is an existing user, he/she must login with his/her logon details.

If the nominee is a new user, please click Register her. See page 4

CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

City of Cape Town - Homepage Log off

Making progress possible. Together.

Welcome: Mr Nathan Small

Home Careers eProcurement Service Activation

My user menu [New e-Service portal](#)

Welcome to e-Service

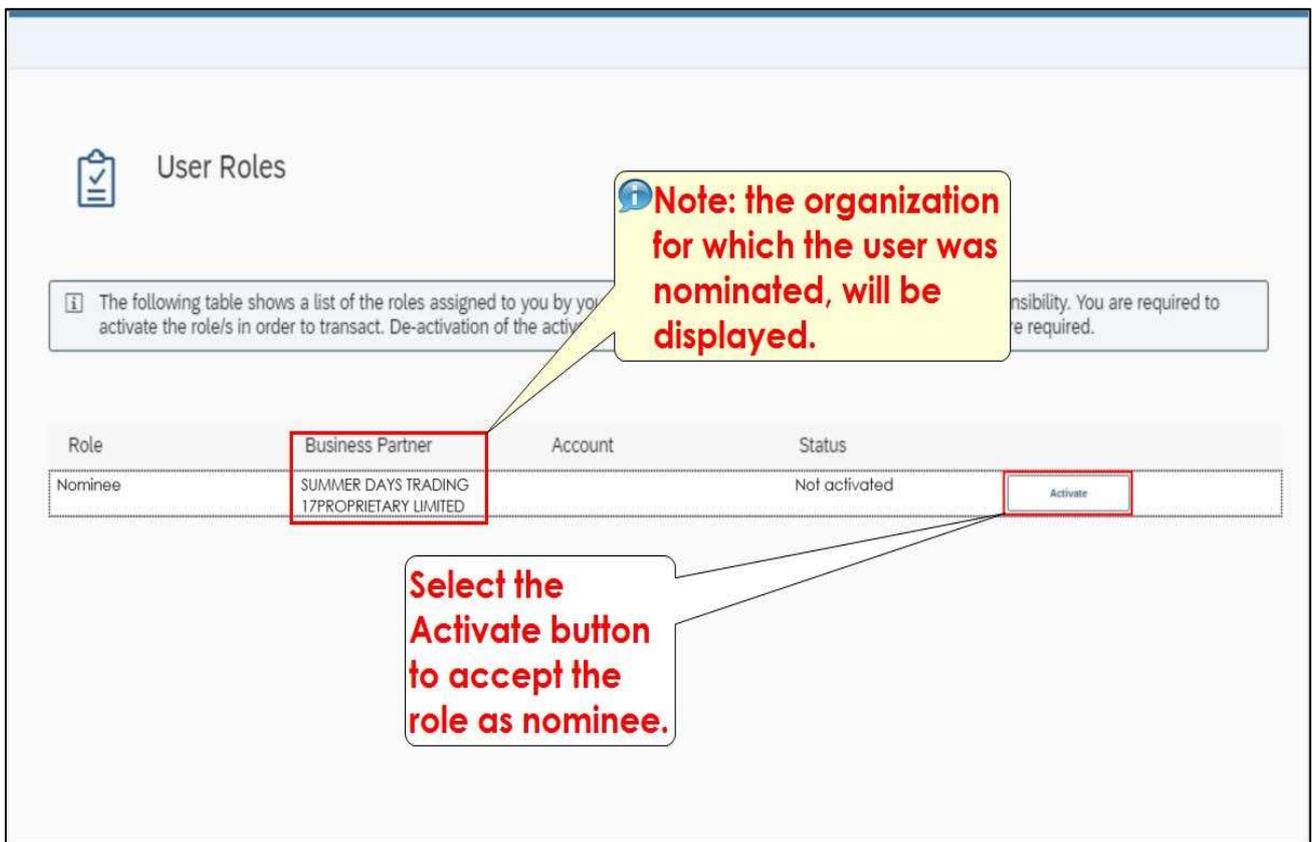
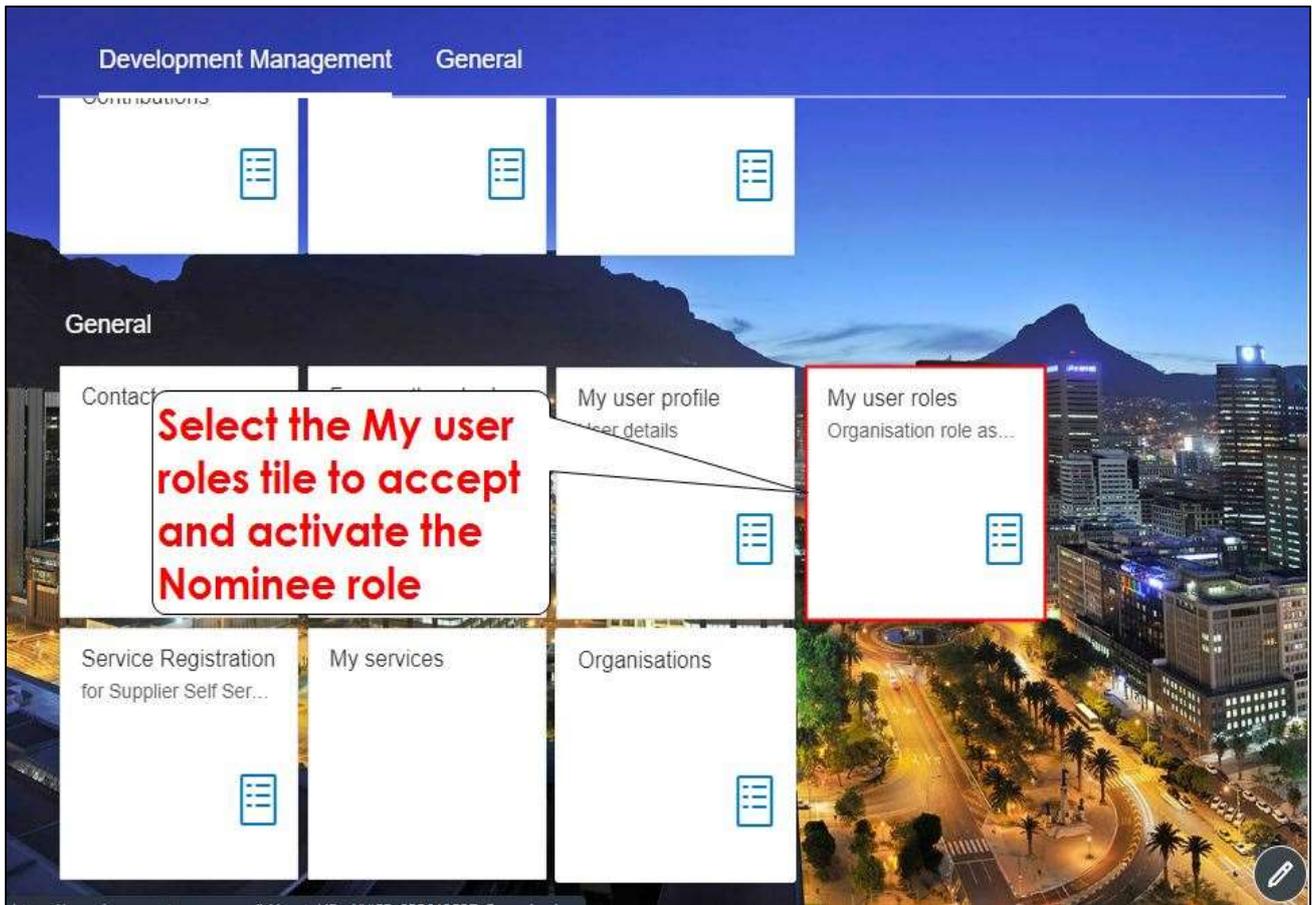
Dear User

The e-Service website has been designed to provide you with a user-friendly online platform. The [My profile](#) page shows the information you have provided and allows you to change any information you may have provided. The [My user roles](#) page (specific to organisations) lists the different roles you can assign to other people in your organisation. You need to activate these roles to begin transacting. The user administrator will be responsible for the deactivation of these roles when required. The [Service activation](#) page (specific to individuals) lists the different services available on this website. More information about the City and its services, as well as interesting news articles, contact details and other useful information can be found on the City's general information website www.capetown.gov.za

NOTE:

It takes approximately an hour for the service-specific tabs to appear on your e-Service account after confirmation of registration.

Select the link to Navigate to the New eService Portal platform.



Development management service activation

1 General Information 2 Address 3 Development Management 4 Data Privacy Statement

4. Data Privacy Statement

▼ Data Privacy Statement

We endeavour to ensure that the data you submit to us remains confidential. Please read through and confirm that you accept our data privacy statement.

I have read and accept the **Data privacy statement**

Activate

Note: Where the nominee is not an existing user.

The Data privacy statement is the POPI Act compliance.

This means that the information provided by you will not be passed to 3rd parties and is only maintained for the use of CoCT e-Services

If the nominee is an existing user, he/she must tick the acceptance block and then select Submit/ Activate to activate the role.

Role activation application submitted successfully.

i

Your application for the activation of your role in E-Services has been submitted successfully.

Reference # 5203065211083/00004. Kindly take note of this reference number and quote when making an enquiry.

You will receive an e-mail when your registration is active with details on how to access E-services on behalf of your company.

The activation of your role as nominee has successfully been submitted.

Note: Both the administrator and nominee will receive an email with this confirmation message that the application activation for the nominee was 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 Revenue.Eservices@capetown.gov.za (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](#)