



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## **E-SIGNAGE ONLINE SUBMISSION PLATFORM**

### **FREQUENTLY ASKED QUESTIONS**

#### **What is the e-Signage Online Submissions Platform?**

The online signage application submissions platform allows individuals and companies to submit outdoor advertising and signage applications online from the comfort of their home or office.

#### **What are benefits of using this Platform?**

- Applications can be submitted 24hrs a day, 7 days a week
- Avoids emailed applications from getting lost or unanswered
- Applicants will receive immediate notification of successful submission of applications
- Provides for downloading and uploading of documents required for submitting signage applications
- Provides for tracking, amendment and withdrawal of applications

#### **Where do I find this Platform?**

The Platform is accessible via e-Services located on the City website.

#### **How do I register to use the Platform?**

Applicants will have to register on the City's e-Services Portal as a user and have a valid Business Partner (BP) number. Once registered on the e-Services platform applicants can add the e-Signage Online Submissions Platform to their services menu options in order to start submitting signage applications.

#### **Can I still submit my applications via email or at a District Office?**

Applicants will still be welcome to submit applications by e-mail or in person at their closest District Office.

#### **How do I find my closest District Office?**

The Environmental and Heritage District Offices can be contacted by following this link:

[EHM District Offices Contact List.pdf \(capetown.gov.za\)](#)

#### **How do I know in which District I fall?**

Please refer to the map and contact any of the offices on the numbers reflected on the map in the link above.

**What file formats may I use when uploading documents into this Platform?**

Adobe Acrobat files in .pdf format is the preferred file format in order to secure the information provided in your submission documents.

**What is the maximum file size that I can upload?**

The maximum file size that can be uploaded, is 50 megabytes.

**Who can I call when I have problems using the Platform?**

Please refer to the contact list at the following link:

[EHM District Offices Contact List.pdf \(capetown.gov.za\)](#)

**How do I know my application was received when I click Submit?**

A pop up message indicating successful submission with the submission case number will appear after an applicant has clicked 'SUBMIT'. Applicants will also receive an email detailing the submission including the submission case number.

**What happens when I am interrupted while completing the online application?**

Applicants will be able to save any information while completing the relevant information and forms. The application will be saved as a draft. Applicants will be able to return to, continue and complete the submission information and submit the application when done.

**Can I change or withdraw my application after submitting it?**

Applicants will have to write a letter or email to the Case Officer assigned to the case, providing reasons for the withdrawal. The case officer will confirm the withdrawal by way of a letter transmitted via e-mail.

**Where can I find more information about outdoor advertising and signage?**

The Cape Town Outdoor Advertising By-law is available for download on the City's website, together with much more information about outdoor advertising and signage:

[capetown.gov.za/City-Connect/Apply/Advertising-and-signage/General-first-and-third-party-signage/Apply-for-outdoor-advertising-and-signage](#)