



CITY OF CAPE TOWN  
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## Training Material: Supplier self-service Registration for Organisations

ERP Support Centre (ESC) | 19 February 2015

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# Topics

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- Registration Overview
  - A brief Overview of the Supplier Registration Process
- Detail Registration Steps
  - Detailed information on the steps required to successfully register for Supplier self-service

## Registration Overview

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There are 2 different Supplier self-service registration options available (O-Process and I-Process), so please read the Registration Overview pages before Registering for Supplier self-service.

# Registration Overview

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- Register as New Supplier 
- Already a Registered Supplier doing business as an Organisation, but wants to register for Supplier self-service 
  - *for example, doing business as a private company, public company, partnership, trust, closed corporation, non-profit organisation*
- Already a Registered Supplier doing business as an Individual but wants to register for Supplier self-service 
  - *For example, doing business as an Informal Business or Sole Proprietor*

# Do you wish to do business with the City of Cape Town but don't have a City of Cape Town issued Supplier Number?

Suppliers who wish to do business with the City of Cape Town are required to be registered on the supplier database. Refer to the application form for the list of required supporting documentation.



Once the N-Process  is complete, then you can proceed to either the O-Process  or the I-Process 

# Are you a Registered Supplier and have a City of Cape Town issued Supplier Number?

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Follow either the O-Process or the I-Process, not both.



If you are doing business as an Organisation, for example, private company, public company, partnership, trust, closed corporation, non-profit organisation, then follow the O-Process



If you are doing business as an Individual, for example, Sole Proprietor or Informal Business, then follow the I-Process



# Are you doing business as an Organisation (O-Process)?

If you are doing business as an Organisation, for example, private company, public company, partnership, trust, closed corporation, non-profit organisation, then follow the O-Process

Register Organisation for Supplier self-service

Register as Administrator for the Organisation on e-Services

Administrator nominates 1 or many Supplier self-service Users

Nominees register as Supplier self-service Users



**Authorising official**  
(e.g. business owner)



**Administrator**  
(e.g. heads/managers)



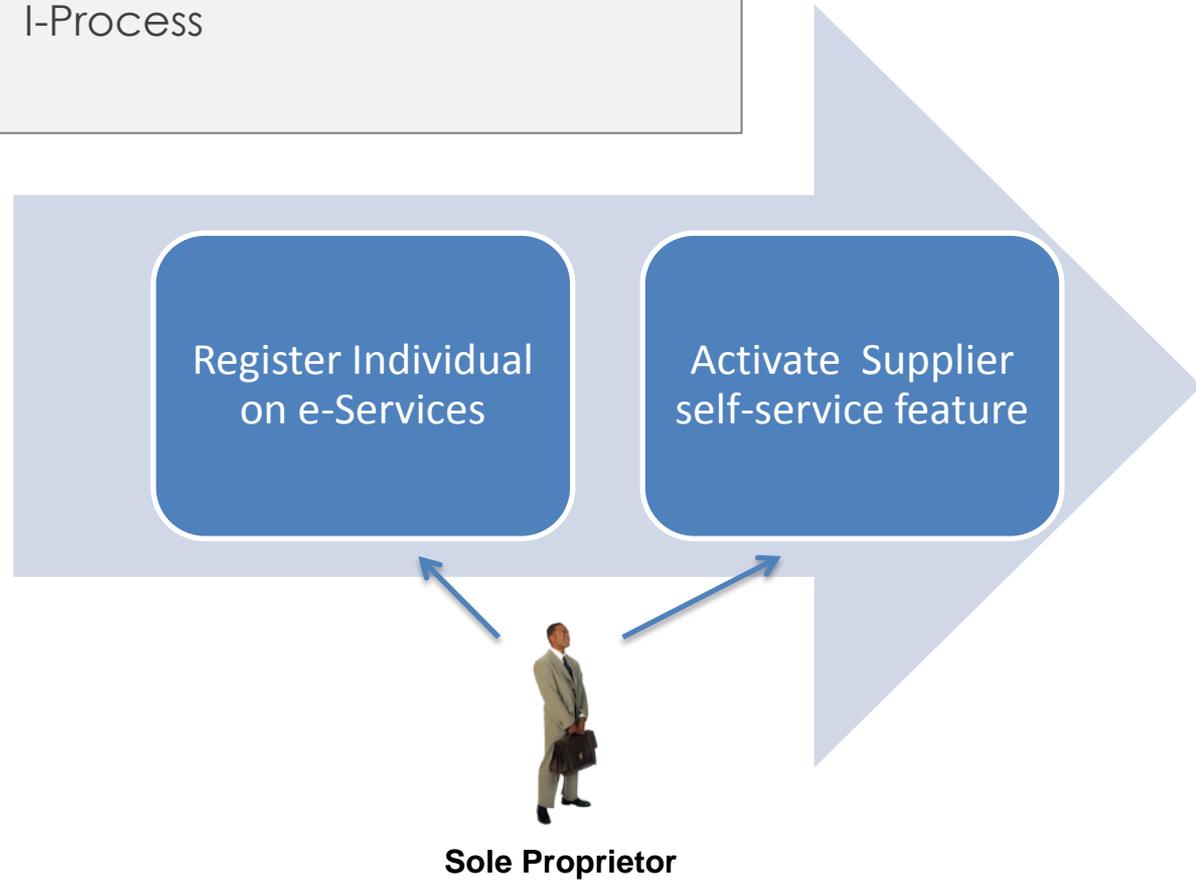
**Supplier self-service users**  
(e.g. account manager)





# Are you doing business as an Individual (I-Process)?

If you are doing business as an Individual, for example, Sole Proprietor or Informal Business, then follow the I-Process



## Detail Registration Steps

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The O-Process  and I-Process  are different, so please choose the correct Registration Process for your business.

If you don't have a City of Cape Town issued Supplier Number, then please complete the N-Process  first.



## Register Organisation for Supplier self-service (O-Process)

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Suppliers registered with CIPC as an Organisation and who wish to interact electronically with the City of Cape Town's Supply Chain Management department (for example view Purchase Orders, Upload Invoices, Check Invoice Payment status) can register on e-Services as an Organisation.



# Required documents

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Listed below is the documentation required for registration.

These documents will be used as proof of identity and authorization.

- City of Cape Town issued Supplier Number
- Copy of Certificate of Company Registration
- Letter of authorization
- Copy of Authorization official ID/Passport
- Administrator ID/Passport Number and Details



# e-Services User Roles

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## Authorising official:

- Person designated to authorise the organisation's interactions with the City via e-Services
- May be the business owner or a senior official within the organisation
- Responsible for assigning the initial user administrator for the organisation's e-Services account



## Administrator:

- Person responsible for managing and maintaining the users (or nominees) on the organisation's e-Services account
- May be a department head or manager within the organisation or any individual authorised to fulfil this role



## Supplier self-service user (Nominee):

- Person responsible for performing the service-specific electronic transactions on e-Services on behalf of the organisation
- Would generally be a member of staff in the organisation



### **NOTE:**

*A single individual may occupy multiple roles as, for example, is normally the case in small businesses. The owner may occupy all of the above roles. For further assistance on registering an organisation, please consult our user manual for e-Services and complete the Organisation registration form.*



# e-Services User Roles

Authorising Official, Administrator and Supplier self-service (SSS) User

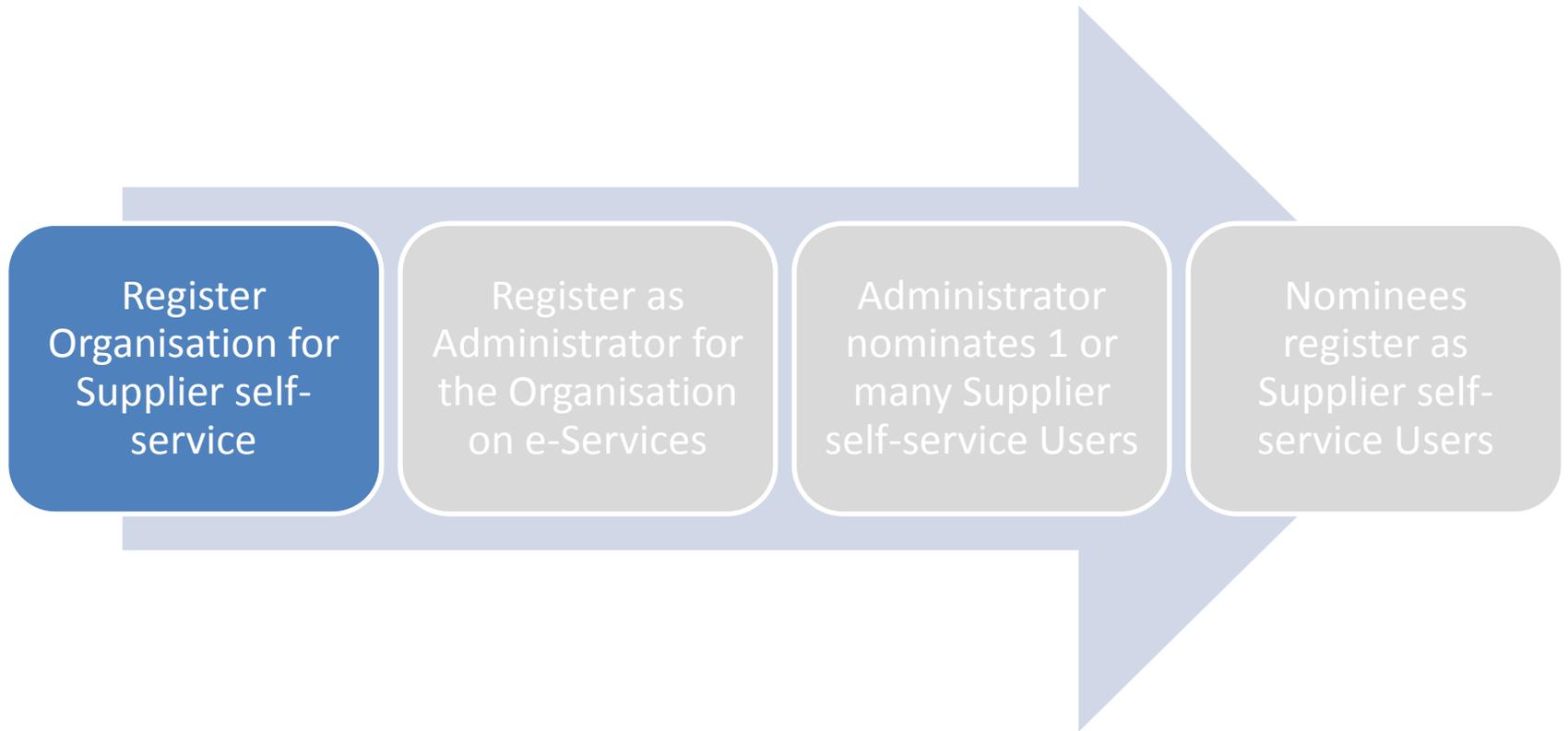
ACTIVITIES	AUTH OFFICIAL	ADMINISTRATOR	SSS USER
Registers Organisation on e-Services	X		
Activate Services for Organisation		X	
Manage Users for Organisation		X	
Activate Services for Myself (services offered by City of Cape Town to individuals, ex. View Municipal accounts)		X	X
Display own Supplier Address as captured in City of Cape Town's Supplier Database			X
Display Purchase Orders			X
Display Delivery Documents			X
Display Invoices and Credit Memos			X
Display Invoice Payment Status			X
Upload Invoices and Statements			X





# O-Process: Register Organisation for Supplier self-service

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# O-Process: Register Organisation for Supplier self-service

Authorising official  
(e.g. business owner)



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## SUPPLIER MANAGEMENT

F: +27 21 400 2018, +27 86 546 1881  
E: [supplier.management@capetown.gov.za](mailto:supplier.management@capetown.gov.za)

### 1. On your Registration Confirmation letter

2015/02/16

TEST SUPPLIER  
23 BACK STREET  
CAPE TOWN  
8001

**You need your Supplier number before you can continue.**

**Where do I find my Supplier number?**

#### Supplier Registration Detail

Supplier number: 1009999999

Dear Supplier



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# O-Process: Register Organisation for Supplier self-service

Authorising official  
(e.g. business owner)



## 2. OR on your Purchase Order

 <b>CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD</b>	<b>PURCHASE ORDER 4500002113</b>	<b>PO DATE</b> 11.02.2015 <b>TIME</b> 15:24:41 <b>PAGE</b> 1 of 1
<b>SUPPLIER DETAILS</b> SUS Test User Supplier 150122 150122 Church CAPE TOWN 8001 SOUTH AFRICA <b>SUPPLIER NUMBER : 1000092368</b> <b>SUPPLIER TELEPHONE : 0800150122</b> <b>SUPPLIER FAX NO : 0900150122</b> <b>COLLECTIVE NUMBER :</b>	<b>INVOICE TO:</b> City of Cape Town Private Bag X6 7535 Bellville <b>ACCOUNTS PAYABLE CALL CENTRE: 086 010 3089</b> Electronic Invoices can be e-mailed to: accountspayable.registryS@capetown.gov.za NOTE: Only PDF files will be accepted <b>VAT REGISTRATION: 4500193497</b>	<b>DELIVERY ADDRESS:</b> Electricity - Ndabeni RED1 Plant / PH: 511 0410 Melck Street NDABENI 7405 SOUTH AFRICA <b>CONTRACT NO</b> <b>BUYER DETAILS</b> <b>TELEPHONE</b> <b>FAX</b> : R. Davids : 021 400 6745 : 021 400 3261

**You need your Supplier number before you can continue.**

**Where do I find my Supplier number?**



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# O-Process: Register Organisation for Supplier self-service

Authorising official  
(e.g. business owner)



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## Organisation registration



Service	Tick to Activate Service
Building plans and land use applications	<input type="checkbox"/>
Conveyancing	<input type="checkbox"/>
Municipal accounts	<input type="checkbox"/>
Supplier self-service	<input checked="" type="checkbox"/>

1. Select Supplier self-service

Business partner number:

Supplier number:

2. Enter Supplier Number

Please insert either a Business Partner or Supplier number.

Continue

3. Press Continue button



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# O-Process: Register Organisation for Supplier self-service

Authorising official  
(e.g. business owner)



## Organisation registration



\*: denotes a compulsory field

[? Online Help](#)

Online help for this process may be found by [clicking here](#)

### Organisation

\* Organisation name:

\* Type of organisation:

\* Entity Type:  [i](#)

\* Registration number:

Business partner number:  [i](#)

### Address

\* Street/number:

\* Postal code/city:

\* Country:  [v](#)

PO Box:

Please attach Registration Certificate (CoR 14.3)\*:

4. Enter Organisation Details

5. Upload Company Registration Certificate

6. Press Continue button



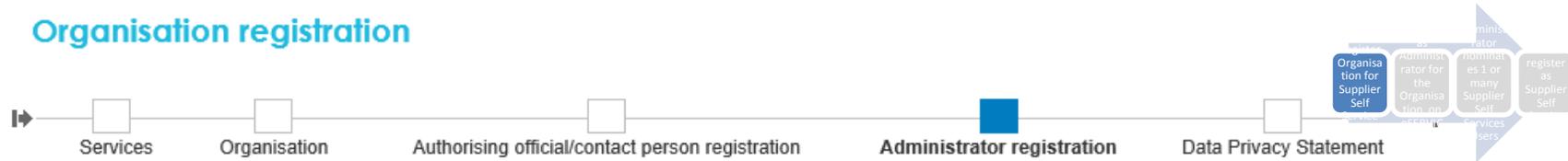


# O-Process: Register Organisation for Supplier self-service

Authorising official  
(e.g. business owner)



## Organisation registration



[? Online Help](#)

Online help for this process may be found by clicking here

Administrator registration

Same as authorising official/ contact person

\* Title:

\* First name:

\* Surname:

\* Initials:

Identity type:

\* Identification number:

\* Country of issue:

\* Tel:

\* E-mail:

**11. Enter Administrator Details**

\* Please attach a scanned copy of the letter of authorisation

**12. Upload Letter of Authorisation**

**13. Press Continue button**



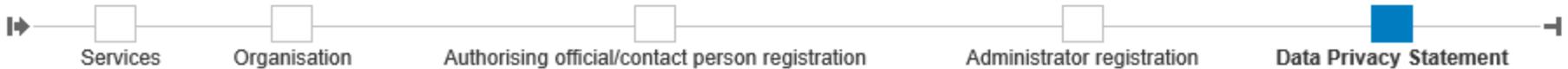
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# O-Process: Register Organisation for Supplier self-service

Authorising official  
(e.g. business owner)



## Organisation registration



### 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 Statement. Please confirm that you accept it below.

[Data Privacy Statement](#)

The Data Privacy Statement is displayed in a new window. If the display of additional windows is currently suppressed by a pop-up, you must first de-activate this setting.

Yes, I have read the Data Privacy Statement and accept it.

**14. Accept Data Privacy Statement**

Back

Register

**15. Press Register button**



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# O-Process: Register Organisation for Supplier self-service

Authorising official  
(e.g. business owner)



## Successful submission

Congratulations!

You have successfully submitted your application for e-Services.

Reference # 1961/150104/07/00001. Kindly take note of this reference number and quote when making enquiries.

**16. Take note of Reference Number**

An e-mail confirming your registration will be sent to you in due course once the documents you submitted have been verified. Simultaneously another email notification will be sent to the individual assigned to the administrator role in order to inform the user of that assignment. Steps to proceed will be provided in the email.

Thank you for taking an interest in the City of Cape Town's e-Services.

Close

# O-Process: Register Organisation for Supplier self-service

Authorising official  
(e.g. business owner)



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**17. Once Registration is approved by City of Cape Town, Authorising Official receives email informing him that Registration was successful**

Email: [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za)  
Website: [eservices.capetown.gov.za](http://eservices.capetown.gov.za)

Dear SSS Auth Official,

Organisation SUS Test Supplier 150115 has been successfully registered for the City of Cape Town's e-Services account on 15.01.2015. You have been added to SUS Test Supplier 150115 as the authorizing official.

Reference # 1961/150115/07/00001

If you have any queries please contact us at [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za).

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# O-Process: Register as Administrator for the Organisation

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# O-Process: Register as Administrator for the Organisation

Administrator  
(e.g. heads/managers)



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Email: [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za)  
Website: [eservices.capetown.gov.za](http://eservices.capetown.gov.za)

**18. Once Registration is approved by City of Cape Town, Administrator receives email informing her to register online**

Dear SSS Administrator,

You have been nominated by SUS Test Supplier 15015 to transact on the City of Cape Town's eServices portal under the role Administrator for the service.

To complete your registration please click on the following link [eservices.capetown.gov.za](http://eservices.capetown.gov.za)

**19. Administrator clicks on link**

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 us at [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za).

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City of Cape Town



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# O-Process: Register as Administrator for the Organisation

Administrator  
(e.g. heads/managers)



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## e-Services

Username \*

Password \*

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](#)

**20. Administrator clicks on Register here**



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# O-Process: Register as Administrator for the Organisation

Administrator  
(e.g. heads/managers)



## Registration

### Personal information

\* Title: Ms

\* Name:

\* Surname:

\* Initials:

Resident type:  South African permanent resident  Foreign national

\* ID/ Passport number:

### User information

\* Username:

\* E-mail:

Your e-mail address must be unique to you and should not belong to other people as well.  
Please ensure you type it in correctly so that we are able to communicate with you successfully.

\* Repeat e-mail:

### Contact details

Telephone number:

Fax number:

Cellphone:

### 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 confirm that you accept our data privacy statement below.

#### [Data privacy statement](#)

The data privacy statement is displayed in a new window. If the display of additional windows is currently suppressed by a pop-up blocker, you must first de-activate this setting.

Yes, I have read the data privacy statement and accept it:

Register



21. Enter Administrator Details

22. Accept Privacy Statement

23. Press Register button



C  
I  
S

# O-Process: Register as Administrator for the Organisation

Administrator  
(e.g. heads/managers)



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## Registration successful

Congratulations!

You have successfully registered for e-Services.

An e-mail providing you with your username and temporary password has been sent to the e-mail address you submitted when you registered. Use both of these to login to e-Services, where you will be required to change the temporary password to a new password of your own choice.

Close



## 24. Registration Confirmation



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# O-Process: Register as Administrator for the Organisation

Administrator  
(e.g. heads/managers)



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Email: [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za)  
Website: [eservices.capetown.gov.za](http://eservices.capetown.gov.za)

Dear SSS Administrator,

You have successfully registered for e-Services.

Find your log on details below.

Username: SUS15011502

Temporary password: ESHUHMQUVMAW

Please proceed to log on to e-Services using the link below.

[eservices.capetown.gov.za](http://eservices.capetown.gov.za)

You will then be prompted to change the temporary password.

NB: This registration confirmation does not mean that you have been granted access to specific services on our website but that an account has been created for you. You are required to register for or activate the services you may require when you log on to e-Services.

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City of Cape Town



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**25. Administrator receives email informing her of password**

**26. Administrator clicks on link to log in to e-Services**

# O-Process: Register as Administrator for the Organisation

Administrator  
(e.g. heads/managers)



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## e-Services

Username \*

Password \*

Log On

**27. Administrator enters Username and password and press Log On button**

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](#)



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# O-Process: Register as Administrator for the Organisation

Administrator  
(e.g. heads/managers)



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! Temporary password must now be changed

Change Password

Old Password \*

New Password \*

Confirm Password \*  

**28. Administrator selects new password and press Change button**



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# O-Process: Register as Administrator for the Organisation

Administrator  
(e.g. heads/managers)



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Home

My user menu

- Welcome
- My profile
- My user roles
- Service activation
- Contact us
- Frequently asked questions

## 29. Administrator selects My user roles

**We are currently experiencing high call volumes and may not be able to process your request as swiftly as required. Please bear with us as we make every effort to address the outstanding issues. We will respond to you as soon as possible.**

Dear User

The e-Services website has been designed to enable you to interact with the City of Cape Town online.



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# O-Process: Register as Administrator for the Organisation

Administrator  
(e.g. heads/managers)



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[Log off](#)

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Home

My user menu

- Welcome
- My profile
- **My user roles**
- Service activation
- Contact us
- Frequently asked questions

## My user roles

The following table shows a list of the roles assigned to you by your organisation/s, together with the status of your responsibility. You are required to activate the role/s in order to transact. De-activation of the active role/s may be carried out by the user administrator where required.

Role	Business Partner	Account	Status	
Administrator	SUS Test Vendor 150115		Not activated	<input type="button" value="Activate"/>

**30. Press Activate  
button for  
Administrator role**



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# O-Process: Register as Administrator for the Organisation

Administrator  
(e.g. heads/managers)



## Personal information

Name:  Surname:  Middle name:

ID type:  ID/ Passport number:  Country of Issuance:

If you have an existing Business Partner number, please enter it below (otherwise continue):

**NOTE: If you already have a Business Partner number (for example you get a municipal account each month), then enter your BP number**

## Registration information

Business partner number:

**31. Press Continue button**



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# O-Process: Register as Administrator for the Organisation

Administrator  
(e.g. heads/managers)



## e-Services role activation



### Additional information: Address

\* Street / house number:

\* Postal code / city:

\* Country:

\* Region:

Back

Continue

**32. Administrator enters her Address Details**

**33. Press Continue button**



# O-Process: Register as Administrator for the Organisation

Administrator  
(e.g. heads/managers)



## e-Services role activation



### Required attachments

Please attach a scanned copy of your identity document (A ID document or passport for non SA citizens):

**34. Administrator uploads copy of ID/Passport**

**35. Press Continue button**

# O-Process: Register as Administrator for the Organisation

Administrator  
(e.g. heads/managers)



## e-Services role activation



### 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 confirm that you accept our data privacy statement below.

#### Data privacy statement

The data privacy statement is displayed in a new window. If the display of additional windows is currently suppressed by a pop-up blocker, you must first de-activate this setting.

Yes, I have read the data privacy statement and accept it.

**36 Accept Privacy Statement**

Submit

**37. Press Submit button**



# O-Process: Register as Administrator for the Organisation

Administrator  
(e.g. heads/managers)



Role activation application submitted successfully.



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

Reference # IT150111/00001. 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.

**38. Confirmation  
Message**

# O-Process: Register as Administrator for the Organisation

Administrator  
(e.g. heads/managers)



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**39. Log off**

[Log off](#)

Home  
My user menu

- Welcome
- My profile
- My user roles

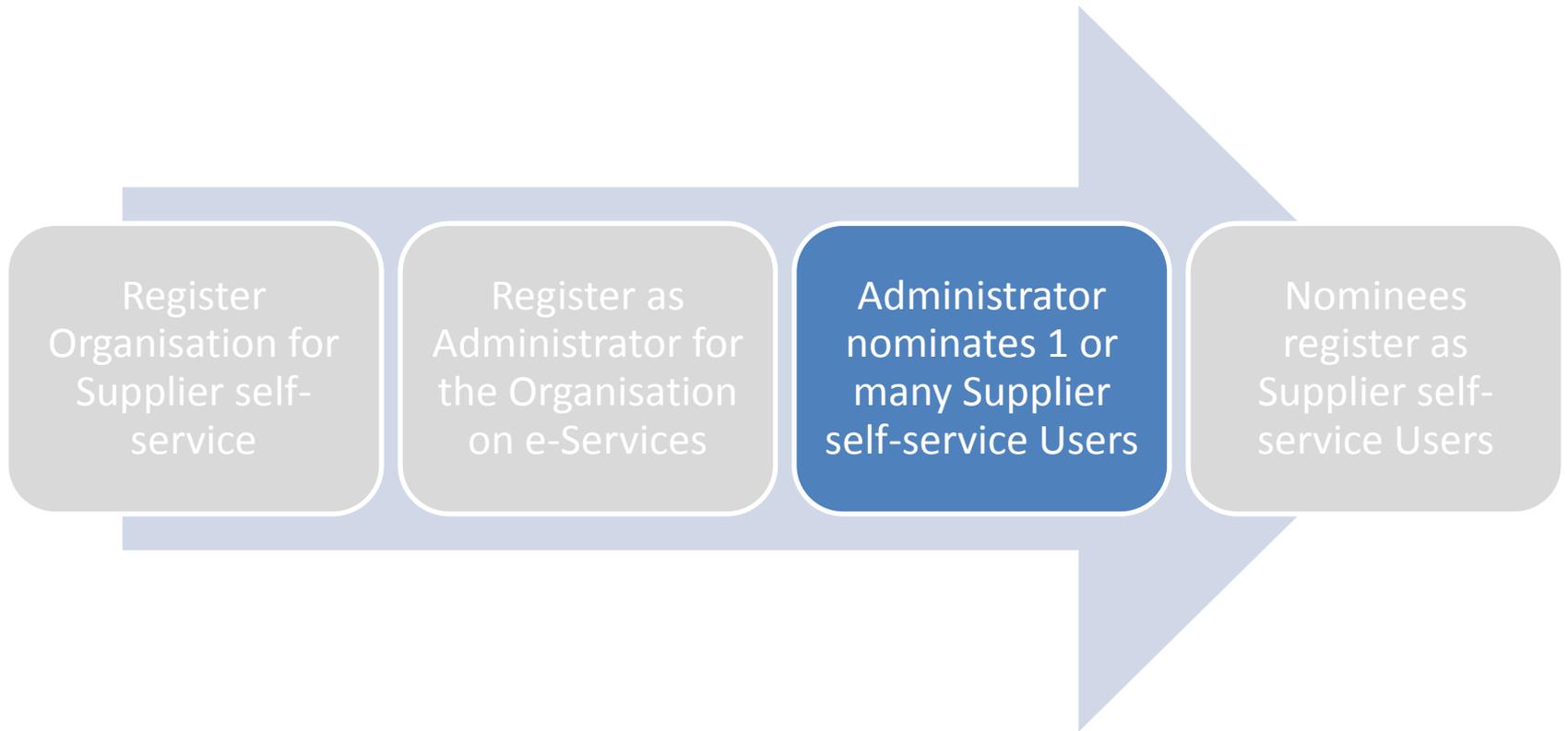
**Role activation application submitted successfully.**





# O-Process: Administrator nominates Supplier self-service Users

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# O-Process: Administrator nominates Supplier self-service Users

Authorising official  
(e.g. business owner)



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**P O Box 298, Cape Town 8000**

**Iziko Loluntu**

**12 Hertzog Boulevard**

**iKapa 8001**

**Burgersentrum**

**Hertzog-boulevard 12**

**Kaapstad 8001**

**P O Box 298, Cape Town 8000**

**40. Once Administrator ID/Passport is validated by City of Cape Town, Authorising Official receives email informing him that the Administrator was successfully activated.**

Email: [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za)

Website: [eservices.capetown.gov.za](http://eservices.capetown.gov.za)

**Dear SSS Auth Official,**

SSS Administrator has been successfully activated as an administrator for SUS Test Vendor 150115.

*Reference # IT150111/00001*

If you have any queries please contact us at [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za).

**e-Services**

**City of Cape Town**



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# O-Process: Administrator nominates Supplier self-service Users

Administrator  
(e.g. heads/managers)



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iKapa 8001**

**P O Box 298, Cape Town 8000**

**Burgersentrum**

**Hertzog-boulevard 12  
Kaaopstad 8001**

**P O Box 298, Cape Town 8000**

Email: [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za)  
Website: [eservices.capetown.gov.za](http://eservices.capetown.gov.za)

**41. Once ID/Passport is validated by City of Cape Town, Administrator receives email informing her that her Administrator role was successfully activated.**

**Dear SSS Administrator,**

You have successfully activated your role as Administrator for SUS Test Vendor 150115's e-Services account.

*Reference # IT150111/00001*

Please go to [eservices.capetown.gov.za](http://eservices.capetown.gov.za) and login to the e-Services website.

If you have any queries please contact us at [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za).

**42. Administrator clicks on link**

**e-Services  
City of Cape Town**



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# O-Process: Administrator nominates Supplier self-service Users

Administrator  
(e.g. heads/managers)



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## e-Services

Username \*

Password \*

Log On

**43. Administrator enters Username and password and press Log On button**

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](#)



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# O-Process: Administrator nominates Supplier self-service Users

Administrator  
(e.g. heads/managers)



**NOTE: It takes between 1 hour and 24 hours after you received the email before the Organisation administration tab appears**



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Home

My user menu | Organisation administration

**44. Select Organisation administration**

- Welcome
- My profile
- My user roles
- Service activation
- Contact us
- Frequently asked questions

## Welcome to e-Services

**We are currently experiencing high call volumes and may not be able to process your request as swiftly as required. Please bear with us as we make every effort to address the outstanding issues. We will respond to you as soon as possible.**

Dear User

The e-Services website has been designed to enable you to interact with the City of Cape Town online.

The [My profile](#) page shows the information you provided during registration. You can change these details should you need to. Please note that doing so does not change any information you may have provided in other services (for example in 'Careers'). It only changes the data relevant to your user registration.



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# O-Process: Administrator nominates Supplier self-service Users

Administrator  
(e.g. heads/managers)



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Home

My user menu | Organisation administration

- Organisation administration
- Activate service
- Manage users

## 45. Select Manage users

### Organisation administration

The **Organisation administration** section enables the user administrators to manage and maintain the different roles and services for the organisations to which they are assigned. Administrators can add and remove users for specific services, and activate additional online services for the organisation. Administrators can also add or remove other administrator users accounts for the organisation. Please use the menu options to proceed.

Select the services you wish to activate for the organisation in [Activate service](#).

Add or remove users for a selected service and organisation in [Manage users](#). New users will be notified of their new role via email and, once these roles are activated, will be able to transact on the system for the specified service.



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# O-Process: Administrator nominates Supplier self-service Users

Administrator  
(e.g. heads/managers)



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Home

My user menu | Organisation administration

- Organisation administration
- Activate service
- Manage users**

## Manage users

Select the required option below for the specific service you wish to carry out user maintenance for. Please note that activating the service is a prerequisite to accessing the relevant user maintenance option.

- Administrator user maintenance
- Supplier self-service user maintenance

**46. Select Supplier self-service user maintenance**



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# O-Process: Administrator nominates Supplier self-service Users

Administrator  
(e.g. heads/managers)



[Log off](#)



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Home

My user menu | **Organisation administration**

- Organisation administration
- Activate service
- Manage users**

## Manage Supplier self-service users

Add individuals as Supplier self-service users so that they can access Supplier self-service functionality for your organisation.

Organisation	
SUS Test Vendor 150101	<a href="#">Manage Supplier self-service users</a>

**47. Select Maintain  
Supplier self-service users**



# O-Process: Administrator nominates Supplier self-service Users

Administrator  
(e.g. heads/managers)



**48. Enter SSS Contact Details with valid ID/Passport number**

Supplier self-service user maintenance : SSS /endor 150101

Select individuals that will perform Supplier self-service functions on behalf of your organisation.

Search: by name:

Name	Surname	Email	Status	ID Number
SUS Test User 150104	Admin	SUS150104@mailinator.com	Active	IT150104

**49. Press Submit**



# O-Process: Administrator nominates Supplier self-service Users

Administrator  
(e.g. heads/managers)



Thank you for using COCT e-Services.

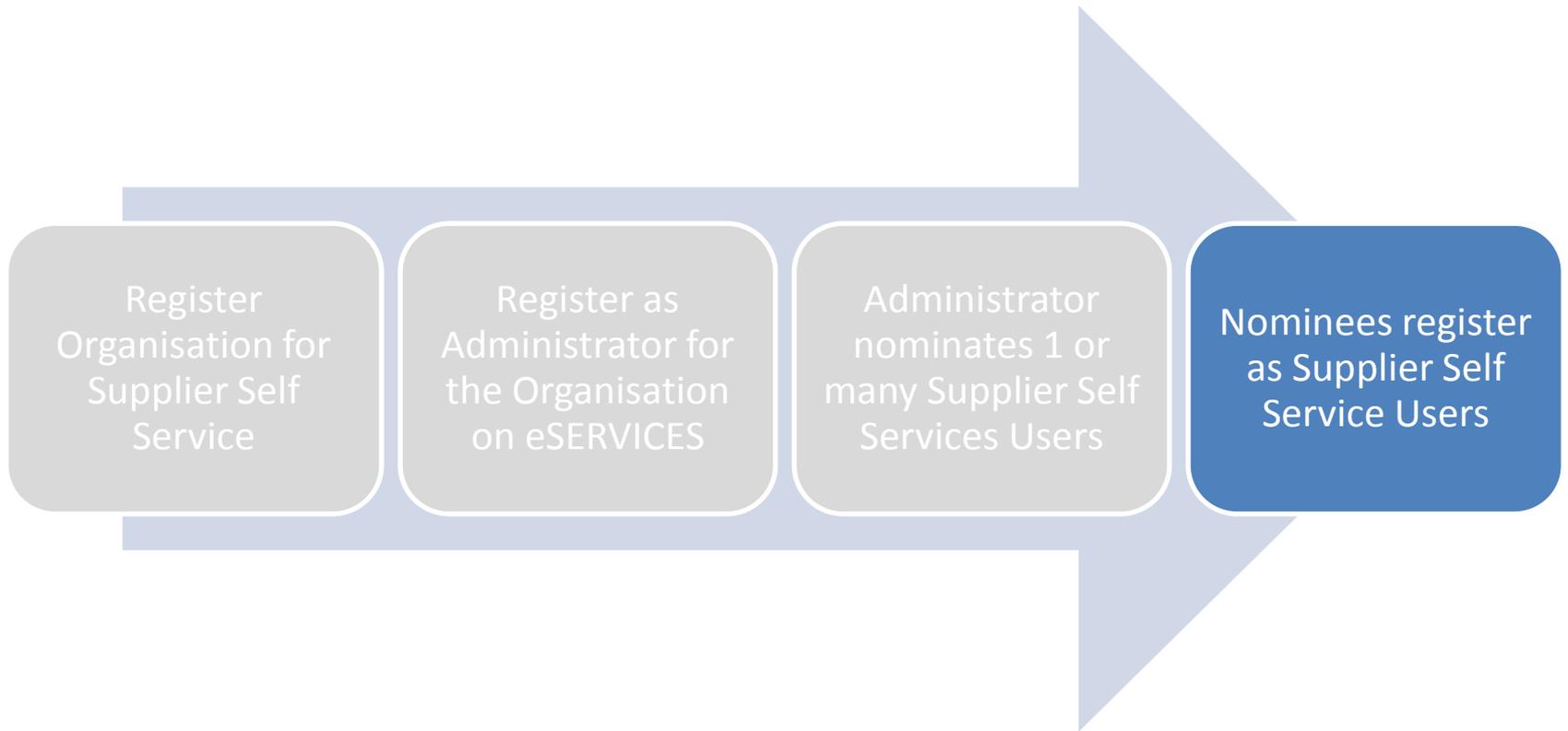
Back

**50. Success message will appear**



# O-Process: Nominees register as Supplier self-service Users

---



# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



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**Burgersentrum**  
Hertzog-boulevard 12  
Kaaopstad 8001  
P O Box 298, Cape Town 8000

Email: [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za)  
Website: [eservices.capetown.gov.za](http://eservices.capetown.gov.za)

**51. Supplier Self Service user will receive email to register online**

Dear SSS User,

You have been nominated by SUS Test Vendor 150115 to transact on the City of Cape Town's e-Services portal under the role SSS Contact Person for the service .

To complete your registration please click on the following link [eservices.capetown.gov.za](http://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 [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za).

e-Services  
City of Cape Town

**52. Supplier Self Service user clicks on link**

# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



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## e-Services

Username \*

Password \*

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](#)

**53. SSS User clicks on Register here**



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# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



## Registration



### Personal information

\* Title: Ms

\* Name:

\* Surname:

\* Initials:

Resident type:  South African permanent resident  Foreign national

\* ID/ Passport number:

### User information

\* Username:

\* E-mail:

Your e-mail address must be unique to you and should not belong to other people as well.  
Please ensure you type it in correctly so that we are able to communicate with you successfully.

\* Repeat e-mail:

### Contact details

Telephone number:

Fax number:

Cellphone:

### 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 confirm that you accept our data privacy statement below.

#### [Data privacy statement](#)

The data privacy statement is displayed in a new window. If the display of additional windows is currently suppressed by a pop-up blocker, you must first de-activate this setting.

Yes, I have read the data privacy statement and accept it:

Register



C  
I  
S

# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



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## Registration successful

Congratulations!

You have successfully registered for e-Services.

An e-mail providing you with your username and temporary password has been sent to the e-mail address you submitted when you registered. Use both of these to login to e-Services, where you will be required to change the temporary password to a new password of your own choice.

Close

## 57. Registration Confirmation



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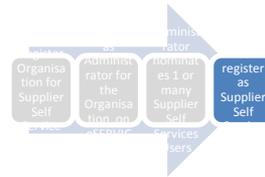
# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



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Email: [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za)  
Website: [eservices.capetown.gov.za](http://eservices.capetown.gov.za)

Dear SSS User,

You have successfully registered for e-Services.

Find your log on details below.

Username: SUS15011503

Temporary password: AISGPIZUFOAQ

Please proceed to log on to e-Services using the link below.

[eservices.capetown.gov.za](http://eservices.capetown.gov.za)

You will then be prompted to change the temporary password.

NB: This registration confirmation does not mean that you have been granted access to specific services on our website but that an account has been created for you. You are required to register for or activate the services you may require when you log on to e-Services.

e-Services  
City of Cape Town



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58. SSS User receives email informing her of password

59. SSS User clicks on link to log in to eServices

# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



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## e-Services

Username \*

Password \*

Log On

**60. SSS User enters Username and password and press Log On button**

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](#)



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# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



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 Temporary password must now be changed

Change Password

Old Password \*

New Password \*

Confirm Password \*  

**61. SSS User selects new password and press Change button**



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# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



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Home

My user menu

- Welcome
- My profile
- My user roles
- Service activation
- Contact us
- Frequently asked questions

## 62. SSS User selects My user roles

**We are currently experiencing high call volumes and may not be able to process your request as swiftly as required. Please bear with us as we make every effort to address the outstanding issues. We will respond to you as soon as possible.**

Dear User

The e-Services website has been designed to enable you to interact with the City of Cape Town online.



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# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



## My user roles

The following table shows a list of the roles assigned to you by your organisation/s, together with the status of your responsibility. You are required to activate the role/s in order to transact. De-activation of the active role/s may be carried out by the user administrator where required.

Role	Business Partner	Account	Status	
Supplier self-service user	SUS Test Vendor 150101		Not activated	Activate

**63. Press Activate button for  
Supplier self-service user role**

# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



## e-Services role activation

### Personal information

Name:  Surname:  Middle name:

ID type:  ID/ Passport number:  Country of Issuance:

If you have an existing Business Partner number, please enter it below (otherwise continue):

**NOTE: If you already have a Business Partner number (for example you get a municipal account each month), then enter your BP number**

### Registration information

Business partner number:  ?

Continue

Cancel

**64. Press Continue button**



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# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



## e-Services role activation



### Additional information: Address

\* Street / house number:

\* Postal code / city:

\* Country:

\* Region:

Back

Continue

65. SSS User enters her Address Details

66. Press Continue button



# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



## e-Services role activation



### Required attachments

Please attach a scanned copy of your identity document (A ID document or passport for non SA citizens):

**67. SSS User uploads copy of ID/Passport**

**68. Press Continue button**

# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



## e-Services role activation



### 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 confirm that you accept our data privacy statement below.

#### Data privacy statement

The data privacy statement is displayed in a new window. If the display of additional windows is currently suppressed by a pop-up blocker, you must first de-activate this setting.

Yes, I have read the data privacy statement and accept it.

**69. Accept Privacy Statement**

Submit

**70. Press Submit button**



# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



Role activation application submitted successfully.



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

Reference # IT150113/00001. 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.

**71. Confirmation  
Message**

# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



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72. Log off



[Log off](#)

Home  
My user menu

- Welcome
- My profile
- My user roles

Role activation application submitted successfully.



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# O-Process: Nominees register as Supplier self-service Users

Administrator  
(e.g. heads/managers)



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P O Box 298, Cape Town 8000

**Burgersentrum**  
Hertzog-boulevard 12  
Kaapstad 8001

P O Box 298, Cape Town 8000

**73. Once SSS User's ID/Passport is validated by City of Cape Town, Administrator receives email informing her that the SSS User was successfully activated.**

Email: [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za)  
Website: [eservices.capetown.gov.za](http://eservices.capetown.gov.za)

**Dear Administrator,**

SSS User has been successfully activated as the SSS Contact Person for SUS Test Vendor 150115.

*Reference # IT150113/00001*

If you have any queries please contact us at [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za).

**e-Services  
City of Cape Town**



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# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



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Email: [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za)  
Website: [eservices.capetown.gov.za](http://eservices.capetown.gov.za)

**74. Once ID/Passport is validated by City of Cape Town, SSS User receives email informing her that her SSS Contact Person role was successfully activated.**

Dear SSS User,

You have successfully activated your role as SSS Contact Person for SUS Test Vendor 150115's e-Services account.

Reference # IT150113/00001

Please go to [eservices.capetown.gov.za](http://eservices.capetown.gov.za) and login to the e-Services website.

If you have any queries please contact us at [help.uces@capetown.gov.za](mailto:help.uces@capetown.gov.za).

e-Services  
City of Cape Town

**75. SSS User clicks on link**

# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



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## e-Services

Username \*

Password \*

Log On

**76. SSS User enters Username and password and press Log On button**

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](#)



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# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



**NOTE: It takes between 1 hour and 24 hours after you received the email before the Purchase Order Details tab appears**



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[Log off](#)

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Home Supplier Details on Record Purchase Order Details **77. Purchase Order Details**

My user menu

- Welcome
- My profile
- My user roles
- Service activation
- Contact us
- Frequently asked questions

## Welcome to e-Services

**We are currently experiencing high call volumes and may not be able to process your request as swiftly as required. Please bear with us as we make every effort to address the outstanding issues. We will respond to you as soon as possible.**

Dear User



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# O-Process: Nominees register as Supplier self-service Users

Supplier self-service user  
(e.g. account manager)



**78. From here you can Display Purchase Orders, Delivery Documents and Invoice information.**



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[Log off](#)

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Home | **Supplier Details on Record** | **Purchase Order Details** | Invoice/statement upload

**Purchase Orders** | Delivery Documents | Invoices and Credit Memos | Frequently asked questions

SUS Test User Supplier 150122

### List of Purchase Orders

[Print](#) [Download](#)

	CCT Purchase O...	CCT PO Date	CCT PO Amount (ex...	CCT PO Status
<input type="checkbox"/>	<a href="#">4500002113</a>	04.02.2015	6.000,00 ZAR	In Process
<input type="checkbox"/>	<a href="#">4500002111</a>	04.02.2015	6.000,00 ZAR	In Process
<input type="checkbox"/>	<a href="#">4500002092</a>	29.01.2015	3.000,00 ZAR	Partly Confirmed
<input type="checkbox"/>	<a href="#">4500002091</a>	29.01.2015	0,00 ZAR	Canceled by Customer

- All
- New
- Changed
- In Process
- Confirmed
- Partly Confirmed
- Returned
- Canceled by Customer
- Payment Made
- Completed



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**The End**

---

Thank you for being a valued Supplier.