



*SAP ERP - bringing Strategy, Processes, Organisation and
Technology together to improve the City*

End-User Process Description Document

Rates clearance portal registration process



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End-User Process Description

1. Purpose of document

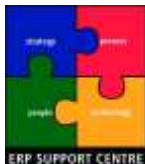
This document has been created to provide a step by step description of the E-Services portal registration process for the Rates clearance service. Described herein are, firstly the process carried out by Conveyancer firms and secondly, the “individuals or persons in private practice”. The acronym PIPP is used to address the latter.

2. Definitions

Below are the definitions of the roles that will be discussed in this document.

- ❖ Contact person/ authorising official
 - This role may be undertaken by the business owner or a senior official within the firm.
 - This individual is responsible for:
 - The registration of the firm on the E-Services portal
 - Assigning the initial administrator for the firm.
- ❖ Administrator
 - Role may be occupied by, for example, departmental head and managers.
 - This individual is responsible for:
 - Maintaining users and their roles (conveyancers and legal assistants) on for the firm.
 - Maintaining services for the firm.
 - Managing user access to the firm’s E-Services account on behalf of the firm.
- ❖ Rates clearance specific roles:
 - Conveyancer
 - This individual will carry out all Conveyancing activities via the portal
 - Legal assistant
 - Will have display access to rates clearance applications

ACTIVITIES	CONVEYANCER	LEGAL ASSISTANT
Navigate Rates Clearance portal	X	X
View existing applications	X	X
Create new Rates Clearance Certificate application	X	
Search for properties	X	
Upload documents	X	
Edit applications	X	
Apply for Extension	X	
Apply for Correction	X	
Apply for Undertaking	X	
Request for Revision of Figures	X	



Apply for Refund	X	
Apply for Cancellation / Withdraw Case	X	
Request investigation for a property that cannot be found	X	

Other important terms:

- ❖ Business partner number

If you have a municipal account at the City of Cape Town then the City regards you as a partner with which it is conducting some form of business, hence the terms 'business partner'. This applies regardless of the nature of your interaction with the City.

If you examine your municipal invoice you will find important numbers printed in boxes on the upper right-hand side of the page. The first box contains your account number, which refers to the account that this specific invoice addresses. The third box contains your business partner number. This identifies you to the City across all accounts that you may hold. For example if you own more than one property you will have more than one account but all accounts should refer to the same business partner number.

The business partner number will be required during the Rates clearance registration process on the E-Services portal. Please have this at hand before you proceed with the registration.

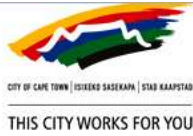
3. Conveyancer firm registration

The firm is required to identify an authorising official and an administrator to initiate the registration process for E-Services on the portal. This requirement is in line with the current basic organisation registration process for E-Services. Once the organisation has been registered for E-Services, the administrator may then assign the “Conveyancer” and “Legal assistant” to act on behalf of the Conveyancing firm.

3.1 Register firm

The authorising official is required to complete the organisation registration form in order to register the firm for E-Services. The registration form should be completed as below:

- Enter the organisation information on the "Organisation" page.
 - All fields marked with an asterisk must be populated. The business partner number however should be provided if one exists for the firm.
 - A scanned copy of the firm's registration document must be attached as indicated on the form.



Organisation registration



: * denotes a compulsory field

Online Help

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

Organisation

Organisation name: *	<input type="text" value="My Firm PTY Ltd"/>
Type of organisation: *	<input type="text" value="Private company (Pty Ltd)"/>
Entity Type: *	<input type="text" value="Legal Entity"/> ⓘ
Registration number: *	<input type="text" value="2000/010203/07"/>
Business partner number:	<input type="text" value="1000000000"/> ⓘ
Address	
Street/number: *	<input type="text" value="SMITH"/> <input type="text" value="200"/>
Postal code/city: *	<input type="text" value="3210"/> <input type="text" value="CAPE TOWN"/>
Country: *	<input type="text" value="South Africa"/> ▼
PO Box:	<input type="text" value="21"/>

Please attach Registration Certificate (CoR 14.3): *

C:\Users\.....\Pictures\Registration doc.PNG

- ii. Enter the contact/ authorising official information on the next page.
 - a. Supply all the required information as requested on the form/page
 - b. Note, business partner number is not mandatory on this page as the contact/ authorising official may not exist as a business partner with the City.



CITY OF CAPE TOWN | ISIKHOKO SASAKANA | ISIBIHLALISANA
THIS CITY WORKS FOR YOU



Organisation registration



Authorising official/contact person registration

Title: *

First name: *

Surname: *

Initials: *

Identity type: *

Identification number: *

Country of issue: *

Position in organisation: *

Business partner number:

Tel: *

E-mail: *

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

Please attach a scanned copy of identity document: *

iii. Enter the administrator information

- a. Note that this individual may be the same person occupying the role of the contact/ authorising official. If this is the case, please check the box "Same as authorising official/ contact person". This action greys out the rest of the fields on the page. Please continue to the next page. Otherwise complete all the required fields before you proceed.



Organisation registration



Administrator registration

Same as authorising official/ contact person

Title: *

First name: *

Surname: *

Initials: *

Identity type:

Identification number: *

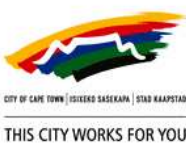
Country of issue: *

Tel: *

E-mail: *

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

- iv. Accept the data privacy statement
 - a. The box must be checked before one can submit the registration form.



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.

- v. After the application has been submitted successfully a note will be displayed on the screen to confirm this.



Successful submission

Congratulations!

You have successfully submitted your application for E-Services.

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 eServices.

- vi. Once the application has been processed (verification of submitted information) an email will be sent to the authorising official confirming the registration of the firm.

Dear **[Authorising official]**

[Firm] has been successfully registered for the City of Cape Town's E-Services account on **[Date]**. You have been added to **[Firm]** as the primary contact person.

If you have any queries please contact support via email: help.uces@capetown.gov.za

City of Cape Town
E-Services department

3.2 Activate administrator

The assigned administrator receives an email to notify him/her of the role assignment. This individual is thus requested to go onto the E-Services website and login (if an existing account exists) or register in order to obtain login details.

Dear **[Administrator]**

You have been assigned as an administrator for **[Firm]**'s E-Services account at the City of Cape Town.

To complete your registration, please click on the following link <https://eservices.capetown.gov.za/irj/portal> and register (new users) or login (existing users). Once you are logged in, activate your role as administrator in "My user roles". You will

receive a confirmation e-mail once you have done so, and will thereafter be able to use the service.

If you have any queries please contact us via help.uces@capetown.gov.za

E-Services City of Cape Town

Once logged in:

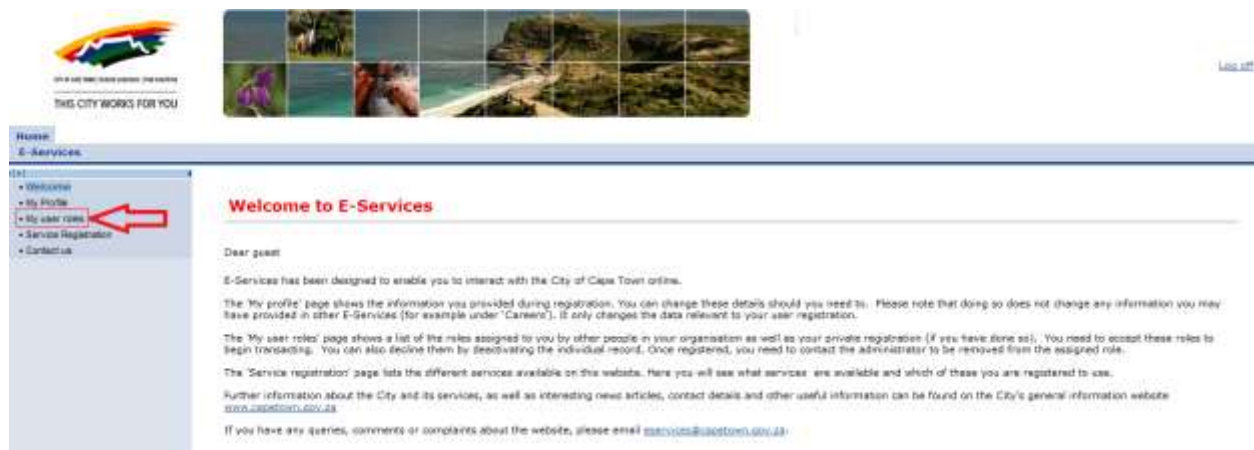


Username *

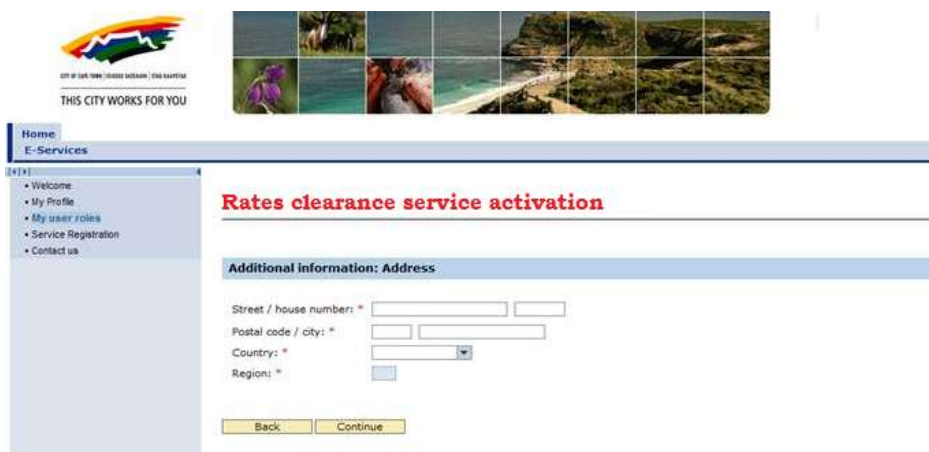
Password *

OR  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](#)

i. Navigate to the “My user roles” page (via menu to the left of screen).



- ii. Activate administrator role by clicking on the “activate” button and complete the screens that follow and log off.





Rates clearance service activation

Required attachments

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



Rates clearance service 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 the 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.



The screenshot shows the portal interface with a navigation menu on the left and a main content area. The main content area displays a success message: "Role activation application submitted successfully." Below this, a message box states: "Your application for the activation of your role in E-Services has been submitted successfully. You will receive an e-mail when your registration is active with details on how to access E-services on behalf of your company."

- iii. Once activation is complete, an email will be sent to the administrator and the authorising official to confirm activation.

Dear **[Administrator]**

Congratulations, you have successfully activated your role as administrator for [Firm]'s E-Services account. Please login using the link below to access the available online services:

<https://eservices.capetown.gov.za/iri/portal>

If you have any queries please contact support via email help.uces@capetown.gov.za

E-Services department
City of Cape Town

Dear [Authorising official]

[Administrator] has been successfully activated as an administrator for [Firm].

If you have any queries please contact support via email help.uces@capetown.gov.za

E-Services
City of Cape Town

- iv. The administrator may then proceed to log back in to E-Services. An “Organisation administration” tab will appear on the user’s account and will only be visible upon login after successful activation of the administrator role.



- v. Click on the tab mentioned in ‘iv’ and navigate to the “Activate service” menu item where the administrator may then select to activate the Rates clearance service for the firm.



- vi. Additional information will be requested when this service is selected. This information consists of the @LAW and Korbitek numbers. If what has been

entered differs from what we have on our system, the existing entries will be updated with the entered details.



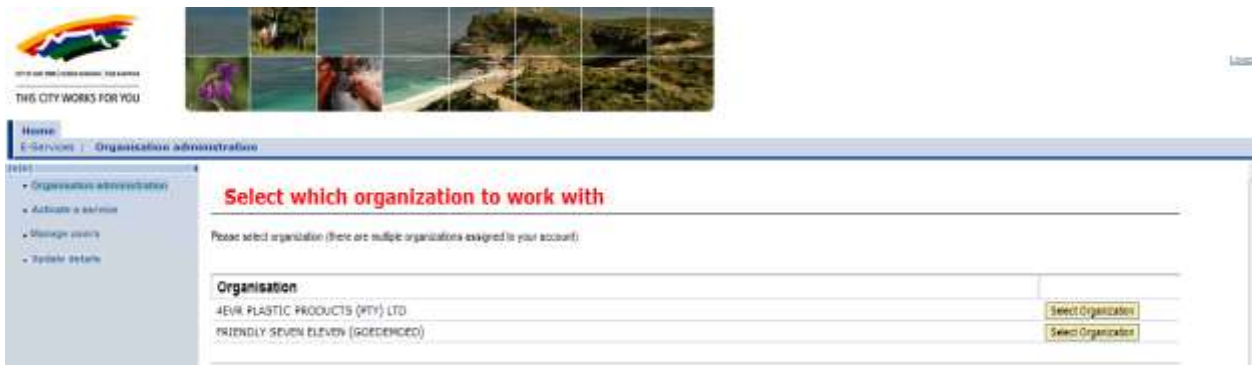
- vii. Submit.
- viii. Once activation has been carried out successfully, a note will be displayed on the screen to confirm this.



3.3 Assign Nominees (Conveyancers, legal assistants)

Once activated, the administrator may add nominees (conveyancers and legal assistants) as required.

- i. The administrator should log into E-Services and select the organisation to which he/she is assigned to (Multiple assignments to different organisations is possible).



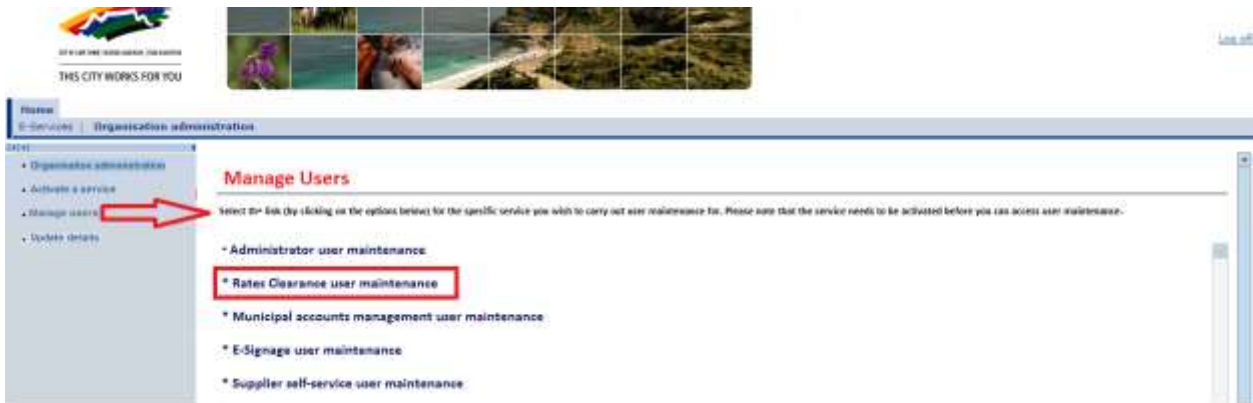
ii. Click on Organisation administration tab.



iii. Navigate to "Manage users" menu item.



iv. Select the 'Rates clearance user maintenance' link to add a nominee. The administrator will be able to select an organisation for which to manage users.



- v. A drop down option is provided on each row for the administrator to select the role to which a user is assigned. Two roles are available i.e. 'conveyancer' and 'legal assistant'.



- vi. This assignment process will result in emails being sent out to the assigned individuals to notify them of the assignments. The nominees will therefore need to follow the instructions on the emails to proceed.

Dear **[NOMINEE]**

You have been nominated by **[FIRM]** to transact on the City of Cape Town's e-Services portal under the role **[Conveyancer OR Legal assistant]** for the **[Rates clearance]** service.

To complete your registration please click on the following link
<https://eservices.capetown.gov.za/iri/portal>

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 via email help.uces@capetown.gov.za

E-Services
City of Cape Town

3.4 Nominee role activation

Nominees need to activate their roles before they can interact with the City via the E-Services portal. Access to the Rates Clearance service will only be granted once this process has been completed successfully.

- i. The nominee should log into the E-Services portal or register if he/she has never used the portal before. For the new E-Services portal users, once registered, an email will be sent to them with login details.



Username *

Password *

OR  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](#)

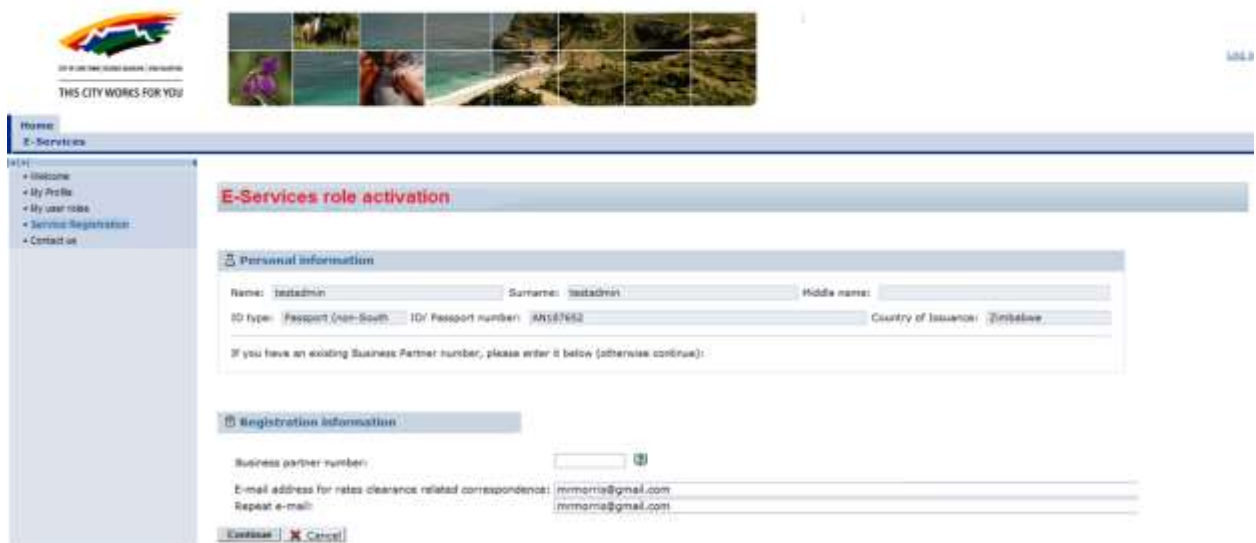
- ii. Once logged in, navigate to the "My user roles" menu option to the left of the screen.



- iii. Click on activate button against the assigned role. Multiple roles may be displayed in cases where the nominee was assigned to multiple roles.

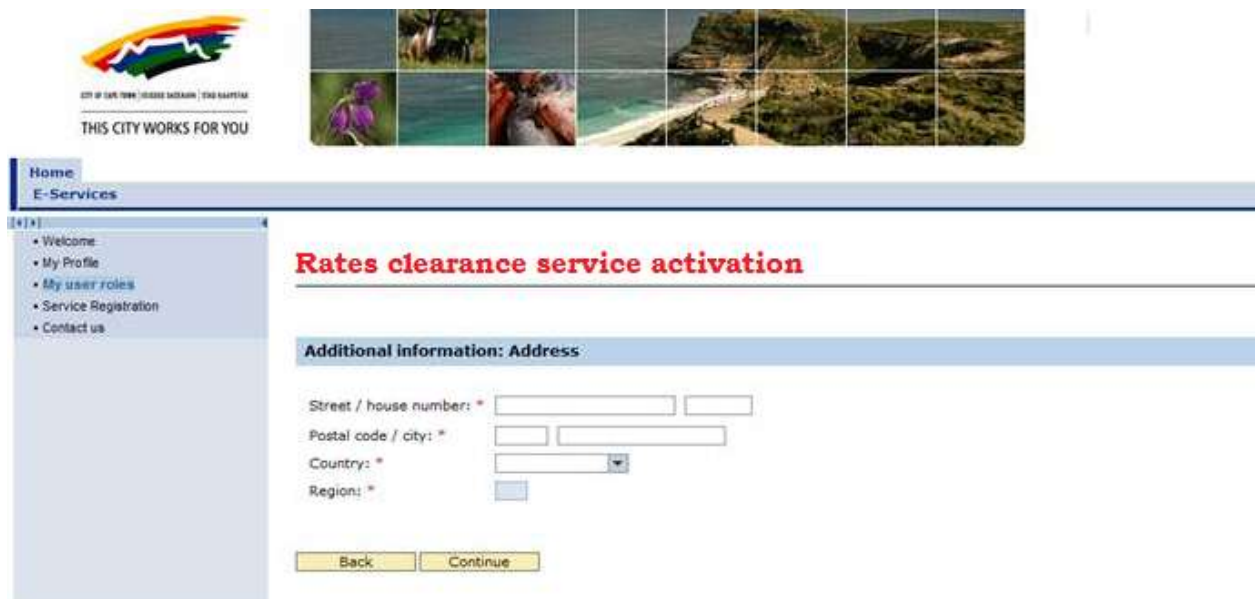


- iv. The screen that follows requires the nominee to provide his/her business partner number. If the nominee has conducted some business with the City before e.g. has already been through this process for some other role or owns property in the City, a business partner number will already exist in our system. If however, this is the first interaction with the City, a business partner will not exist for the nominee. In this case the field may be left blank.



The screenshot shows the 'E-Services role activation' page. It includes a navigation menu on the left with options like 'Welcome', 'My Profile', 'My user roles', 'Service Registration', and 'Contact us'. The main content area is titled 'E-Services role activation' and contains two sections: 'Personal information' and 'Registration information'. The 'Personal information' section has fields for Name (first, last, middle), ID type (Passport (non-South ID) / Passport number), and Country of Issuance (Zimbabwe). The 'Registration information' section has fields for Business partner number, E-mail address for rates clearance related correspondence, and Repeat e-mail. There are 'Continue' and 'Cancel' buttons at the bottom.

- v. The nominee's address information is required in the next screen as shown below. A business partner record will thus be created for the individual where this does not exist already.



The screenshot shows the 'Rates clearance service activation' page. It includes a navigation menu on the left with options like 'Welcome', 'My Profile', 'My user roles', 'Service Registration', and 'Contact us'. The main content area is titled 'Rates clearance service activation' and contains a section titled 'Additional information: Address'. This section has fields for Street / house number, Postal code / city, Country, and Region. There are 'Back' and 'Continue' buttons at the bottom.

- vi. The user is then required to attach a scanned copy of his/her identity document. This will be in the form of the South African national identity document or a passport, only for foreign nationals.



Rates clearance service activation

Required attachments

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

- vii. The final step of the activation process consists of the acceptance of the City's data privacy statement. The nominee should read this through and the check box should be ticked to accept this statement in order to submit.



Rates clearance service activation

Data privacy statement

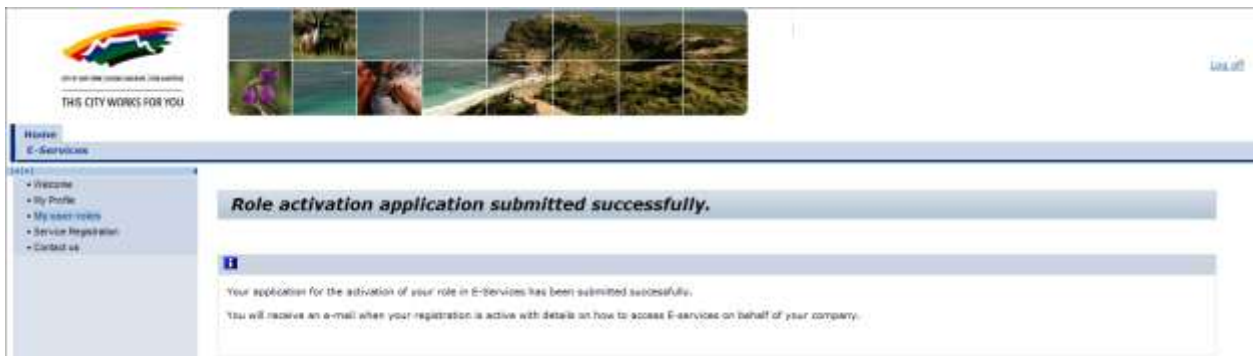
We endeavour to ensure that the data you submit to us remains confidential and is used only for the purposes stated in the data privacy document. Please confirm that you accept the statement below.

[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.

- viii. Confirmation of successful submission will be displayed as soon as the submit button is clicked.



- ix. An email will be sent to the nominee and the administrator linked to the nominee to confirm role activation.

Dear **[Nominee]**

Congratulations! You have successfully activated your role as [Conveyancer or Legal assistant] for [FIRM]'s E-Services account.

Please login by clicking [here](#) to go to the e-services website.

If you have any queries please contact support via email address help.uces@capetown.gov.za

**E-Services
City of Cape Town**

Dear **[Administrator]**

[Nominee] has been successfully activated as the [Conveyancer OR Legal assistant] for [Firm].

If you have any queries please contact support via email help.uces@capetown.gov.za

**E-Services
City of Cape Town**

- x. This email will request that the now active user, should login to the E-Services portal to access the service for which he/she has been activated. In this case the service will be Rates clearance. A certain level of access will be awarded to the different Rates clearance roles or functions i.e. 'conveyancer' and 'legal assistant'.

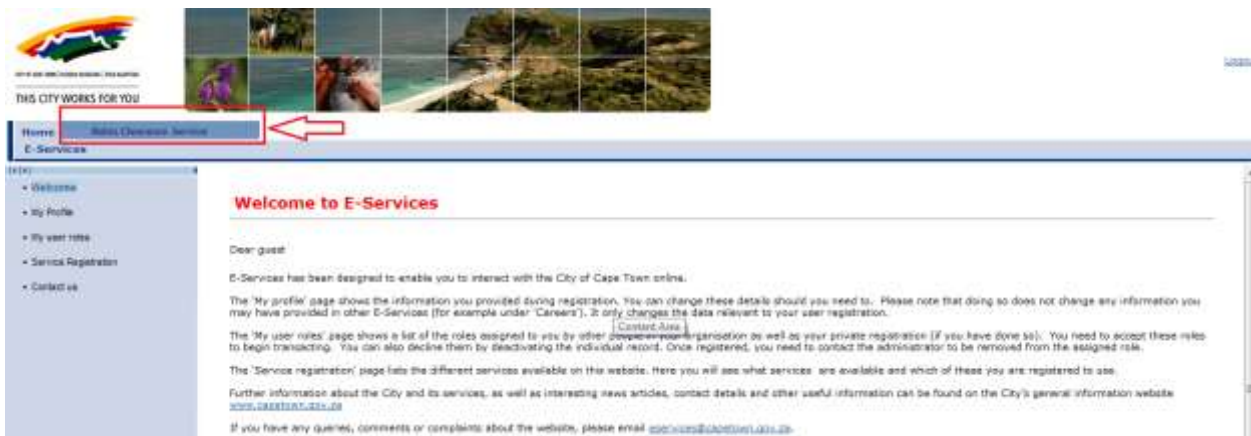


Username *

Password *

OR  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](#)

- xi. The active conveyancer or legal assistant may then click on the “Rates clearance service” tab to access the service.



4. PIPP registration – Sole proprietors

For the conveyancers who wish to register for the Rates clearance service in their private capacity, the process below should be followed.

- i. Before registration or activation of the service is possible, all users must register for access to the E-Services portal in order to obtain the necessary login details. If the user is already registered, then he/she may proceed to login.



Username *

Password *

OR  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](#)

- ii. Once logged in, the user should navigate to the “Service registration” menu item to register for Rates clearance. Select the service accordingly and click on the “Register for service” button shown below.



Service name	Service description	Status	Status description
Careers	Search and apply for City vacancies online		In-Process
Rates clearance service	Rates clearance conveyance or clerk		Not registered <input type="button" value="Register for service"/>
Rates and services	View rates and service account details, balances and payments		In-Process

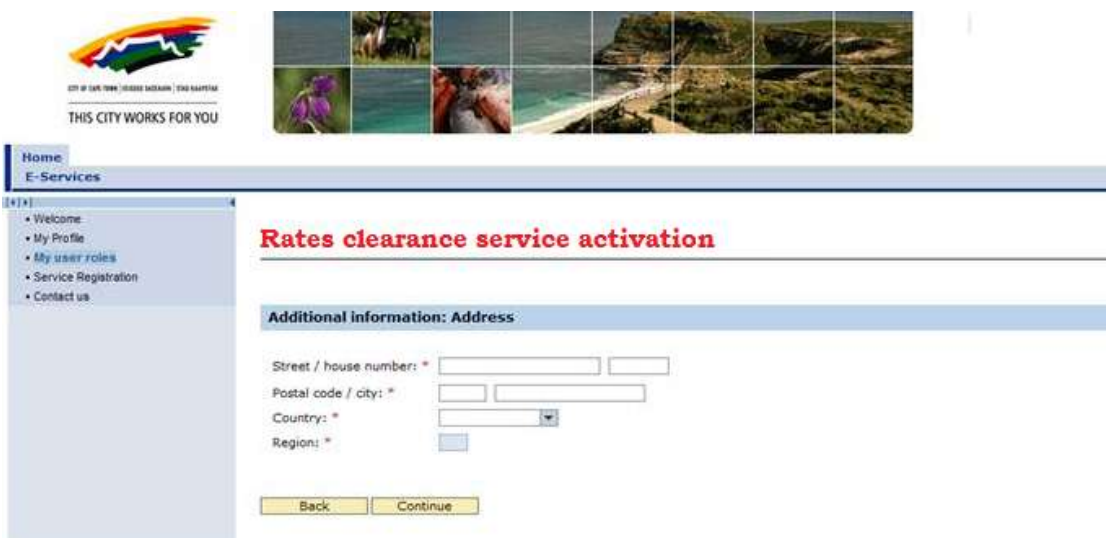
- iii. Clicking on the registration button will lead to the Rates clearance service activation screen where a business partner number is required. This field may be pre-populated if a single business partner exists for the user otherwise one must be supplied or the field should be left blank if this is the user’s first interaction with the City.
- iv. The @ LAW and Korbitek numbers are also required where relevant.
- v. The email address that was provided at registration to gain access to the E-Services portal will be defaulted on the screen. You may change this address should you wish to have all Rates clearance correspondence sent to a separate address. This is

however subject to whether or not the user is already using the City's e-Billing service (this will be confirmed after the application is processed).



The screenshot shows the 'Rates clearance service activation' page. The header includes the City of Cape Town logo and navigation links for Home, Rates & Services accounts, and e-Services. A sidebar menu on the left contains links for Welcome, My Profile, My user roles, Service Registration, and Contact us. The main content area features the title 'Rates clearance service activation' and a sub-header 'Additional information: Address'. Below this, there are four input fields: 'Personal business partner number (GLSN number)', 'Company number', 'E-mail address for rates clearance related correspondence', and 'Repeat e-mail'. The 'Repeat e-mail' field contains the text 'citymatters@gmail.com'. A 'Continue' button is located at the bottom of the form.

- vii. Address data will be requested in the next screen in case a new business partner record should be created.



This screenshot shows the 'Rates clearance service activation' page with the 'Additional information: Address' section expanded. It contains four input fields: 'Street / house number: *', 'Postal code / city: *', 'Country: *', and 'Region: *'. The 'Country' field has a dropdown arrow. At the bottom of the form, there are two buttons: 'Back' and 'Continue'.

- viii. A scanned copy of the user's identity document (South African identity document or passport for foreign nationals) should also be attached for verification purposes.



Rates clearance service activation

Required attachments

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

- ix. Finally, the data privacy statement should be accepted in order to submit the form.



Rates clearance service 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 the 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.

- x. A confirmation of successful submission will be displayed. The reference number should be noted for the purpose of enquiry.



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THIS CITY WORKS FOR YOU

Home
E-Services

My Profile
My user roles
Service Registration
Contact us

Rates clearance registration

Your application for the Rates Clearance service has been submitted successfully.

You will receive an e-mail when your registration is active with details on how to access this service.

Kindly quote your reference number 000000000009 when making enquiries regarding your application.

Please click on the "Back" button below to return to the services screen.

- xi. Once the application has been processed, an email will be sent to the user with the outcome. If successful, the user may proceed to login to the E-Services portal.

Dear **[Conveyancer]**

Your application for the Rates clearance service has been approved. You are now registered on The City's E-Services portal as a Conveyancer under the details below:

Business partner number: [.....]

@ LAW number: [.....]

Korbitek number: [.....]

Email: [.....]

Please note that all Rates clearance related correspondence will be sent to the email quoted above. This email may differ from the email you initially provided at registration due to the fact that an email may have been captured already on your business partner prior to this application. We can only maintain a single email on your business partner. We apologise for any inconvenience this may cause.

**E-Services
City of Cape Town**

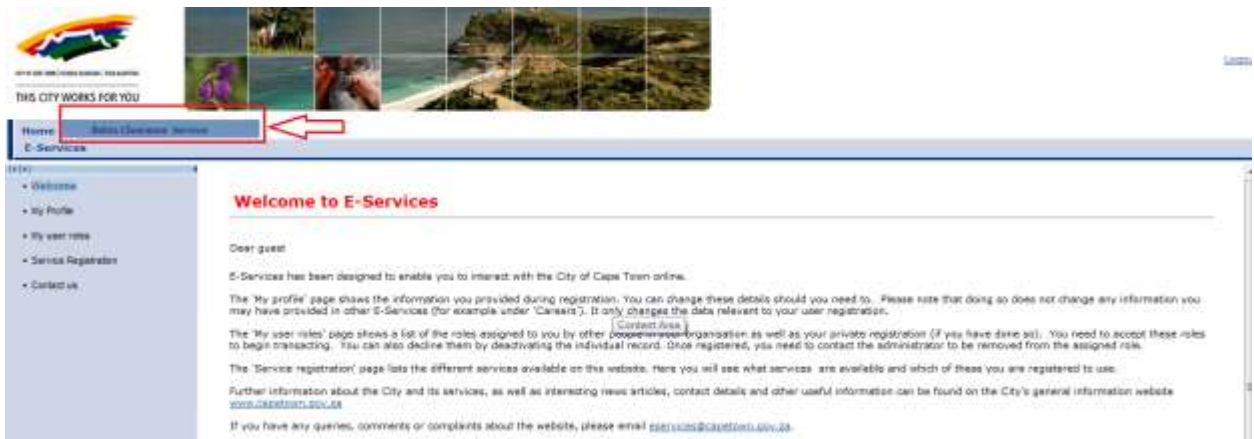


Username *

Password *

OR  [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](#)

- xii. Once logged in, the user may navigate to the "Rates clearance service" tab to access the service.



Approval

The undersigned agree that the documented Business Process as described in this document is accurate and depicts the current business process. Any additional changes and or future changes affecting this business process will be handled through the normal change control procedure.

Name	Role	Date	Signature
Name	Role	Date	Signature
Name	Role	Date	Signature
Name	Role	Date	Signature



Name	Role	Date	Signature
------	------	------	-----------

Appendix A

Documentation required for the registration process – scanned copies

- i. Conveyancer firm registration
 - a. Organisation/company/firm's registration document
 - b. Authorising official letter of authorisation
 - c. Administrator letter of authorisation
 - d. Authorising official's Identity document (South African ID or passport for foreign nationals)
 - e. Administrator's identity document (South African ID or passport for foreign nationals)
- ii. PIPP registration
 - a. Applicant's identity document (South African ID or passport for foreign nationals)