



E-Services for businesses user manual

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Introduction

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



a. Authorising official

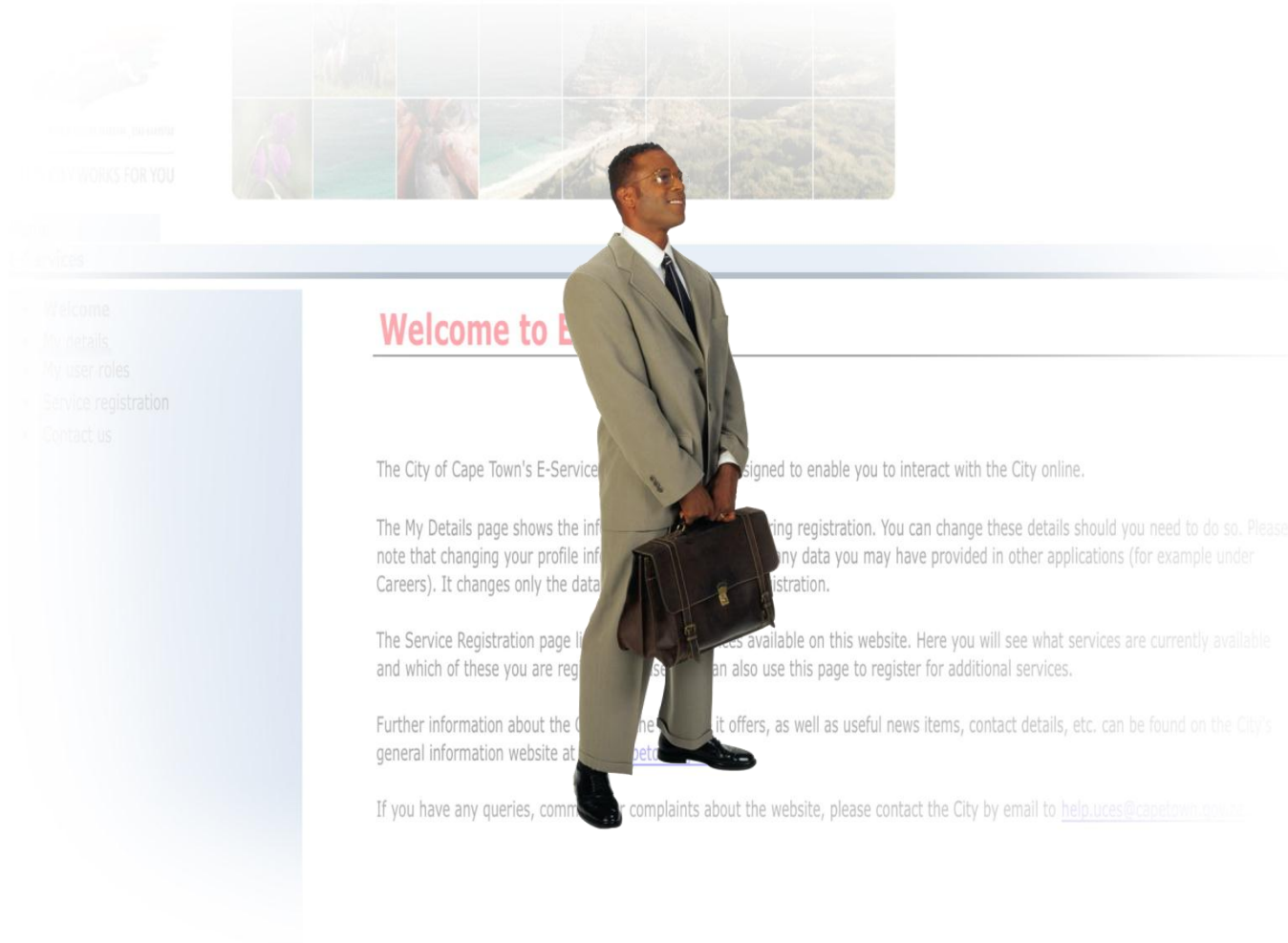


b. Administrator



c. Rates processor

a. Authorising officials



i. Registering the organisation on E-Services

1. Enter the organisation's details in the relevant fields (fields with red asterisks must be filled in)

In addition to this the user will need to upload a copy of one of the founding documents listed in the table on the next page which are dependent on the organisation type



CITY OF CAPE TOWN | ISIXENSO SASEKAPA | STAD KAAPSTAD
THIS CITY WORKS FOR YOU

Organisation registration

Progress bar: Organisation (active), Authorising official/contact person registration, Administrator registration, Data Privacy Statement

: * denotes a compulsory field

Organisation

Organisation name: *

Type of organisation: *

Registration number: *

Business partner number: ⓘ

Address

Street/number: *

Postal code/city: *

Country: *

PO Box:

Please attach Registration Certificate (CoR 14.3): *

Organisation type	Document required for registration
Close corporation	Founding Statement or Amended Founding Statement
Private Company	Registration Certificate
Section 21 (Non Profit)	Registration Certificate
Public Company	Registration Certificate
Incorporation (Professionals)	Registration Certificate
Co-operative	Registration Certificate
State-Owned Companies	Registration Certificate
External Companies	Registration Certificate
Trust	Acceptance of Trust as Trustee for all members (as per website: www.justice.gov.za/master/trusteeship)
Sectional Titles/Body Corporate	Identification document with signatories of persons acting on behalf of Body Corporate

2. Click 'Browse' to attach a scanned copy of the relevant document (as prescribed on the previous page)
3. Click 'Upload'
4. Click 'Continue'

Please attach Registration Certificate (CoR 14.3): *

Organisation

Organisation name:

Type of organisation:

Registration number:

Business partner:

Address

Street/number: 12

Postal code/city: 3121 CAPE TOWN

Country: South Africa

PO Box:

Please attach Registration Certificate:

ii. Identifying the authorising official

5. Enter information in the relevant fields (fields with red asterisks must be filled in)



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Organisation registration

Organisation

Authorising official/contact person registration

Administrator registration

Data Privacy Statement

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: *

6. Click 'Browse' to attach a scanned copy of a letter of authorisation
7. Click 'Upload'
8. Click 'Browse' to attach a scanned copy of an identity document
9. Click 'Upload'
10. Click 'Continue'


CITY OF CAPE TOWN | OREKO SASEKANI | IYID KAAPSTAD
THIS CITY WORKS FOR YOU

Organisation registration

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

Please attach a scanned copy of identity document: *

Tel: *

E-mail: *

Please attach a scanned copy of letter of authorisation: *

Please attach a scanned copy of identity document: *

iii. Assigning an administrator

11. Enter information in the relevant fields (fields with red asterisks must be filled in)



CITY OF CAPE TOWN | IIZINDO BAZEKANI | SIHO KAAPSTAD

THIS CITY WORKS FOR YOU



Organisation registration

Organisation

Authorising official/contact person registration

Administrator registration

Data Privacy Statement

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: *

Please attach a scanned copy of identity document: *

12. Click 'Browse' to attach a scanned copy of a power of attorney document
13. Click 'Upload'
14. Click 'Browse' to attach a scanned copy of an identity document
15. Click 'Upload'
16. Click 'Continue'

The screenshot shows the 'Organisation registration' form for the City of Cape Town. The form is divided into two main sections: 'Organisation' and 'Authorisation'. The 'Authorisation' section is currently active. It contains the following fields and buttons:

- Letter of authorisation:** A text input field followed by a 'Browse...' button (callout 12) and an 'Upload' button (callout 13).
- Identity document:** A text input field followed by a 'Browse...' button (callout 14) and an 'Upload' button (callout 15).
- Contact information:** Fields for 'Tel:' (with value 0216539874) and 'E-mail:' (with value name@mail.com).
- Navigation:** 'Back' and 'Continue' buttons at the bottom. A large blue arrow points to the 'Continue' button (callout 16).

The 'Organisation' section on the left includes a sidebar with a logo and the text 'THIS CITY WORKS FOR YOU'. The main content area of the 'Organisation' section contains the following fields:

- Administrator registration:** A checkbox labeled 'Same as authorising officer'.
- Personal details:** Fields for 'Title:', 'First name:', 'Surname:', 'Initials:', 'Identity type:', 'Identification number:', and 'Country of issue:'.

iv. Completing registration

17. Click 'Data privacy statement' to read the statement
18. Tick the box to agree to the statement
19. Click 'Register'

The screenshot shows the 'Organisation registration' page for the City of Cape Town. At the top, there is a logo with a rainbow mountain and the text 'CITY OF CAPE TOWN | IZINDO BAKHAKA | STAD KAAPSTAD' and 'THIS CITY WORKS FOR YOU'. Below the logo is a grid of 12 images showing various Cape Town landscapes and wildlife. The main heading is 'Organisation registration'. A progress bar at the top indicates four steps: 'Organisation', 'Authorising official/contact person registration', 'Administrator registration', and 'Data Privacy Statement'. The 'Data Privacy Statement' step is highlighted with a yellow square. Below the progress bar, the section is titled 'Data Privacy Statement'. The text reads: '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.' A link 'Data Privacy Statement' is provided. Below this, it says: '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.' There is a checkbox labeled 'Yes, I have read the Data Privacy Statement and accept it.' which is checked. At the bottom, there are two buttons: 'Back' and 'Register'. Red arrows and circles with numbers 17, 18, and 19 point to the 'Data Privacy Statement' link, the checkbox, and the 'Register' button respectively.

Organisation registration

Progress bar: Organisation, Authorising official/contact person registration, Administrator registration, **Data Privacy Statement**

Data Privacy Statement

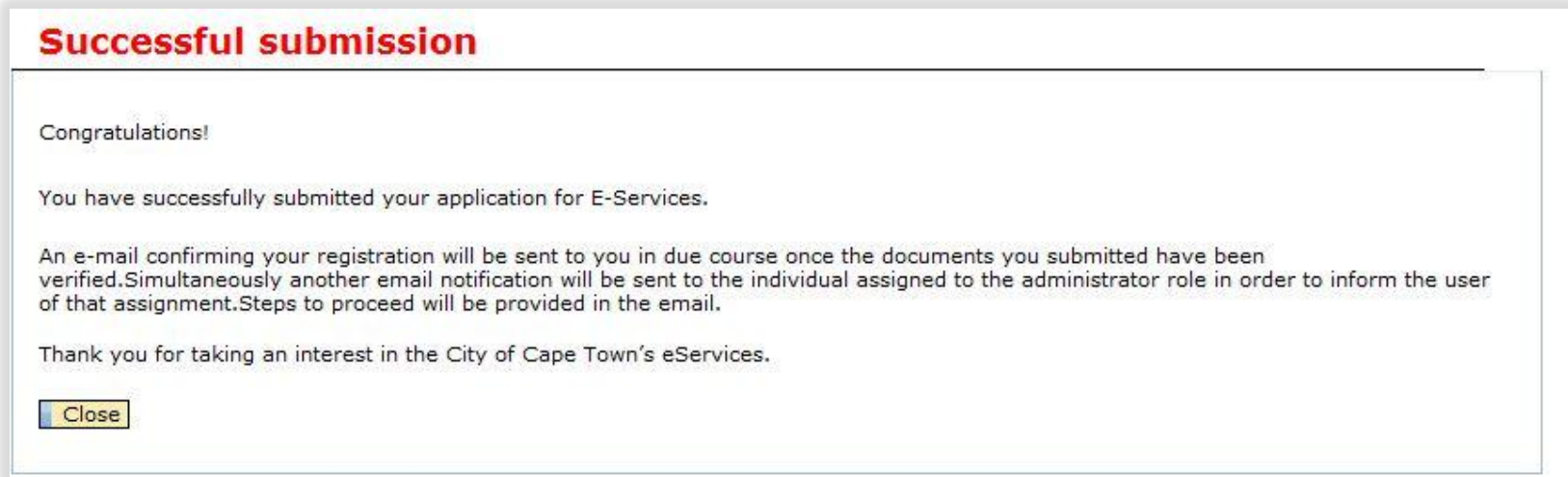
We endeavour to ensure that the data you submit to us remains confidential and is used only for the purposes stated in the Data Privacy Statement. Please confirm that you accept it below.
[Data Privacy Statement](#)

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.

18 Back **19** Register

The following screen will appear if the registration has been successful.



The information will then be sent to be processed by agents at the City of Cape Town. The attachments will also be verified. If the documents are found to have any discrepancies then an e-mail will be sent to the contact with reason for rejection.

If the documents have met the requirements two e-mails will be sent, one to the authorising official (Example i) and another to the administrator (Example ii).

Dear <CONTACT>

<ORGANISATION> has been successfully registered for the City of Cape Town's E-Services. <CONTACT> has been added to <ORGANISATION> as the primary contact person for online access. The online account was registered on <DATE>.

If you have any queries, please contact us via<E-MAIL> or <NUMBER>.

City of Cape Town
E-Services

This e-mail will have a link included in it which links to the registration screen.

Dear <ADMINISTRATOR>

You have been assigned as an administrator for <ORGANISATION>'s E-Services account at the City of Cape Town.

E-Services enables you and/or your appointed designate to:

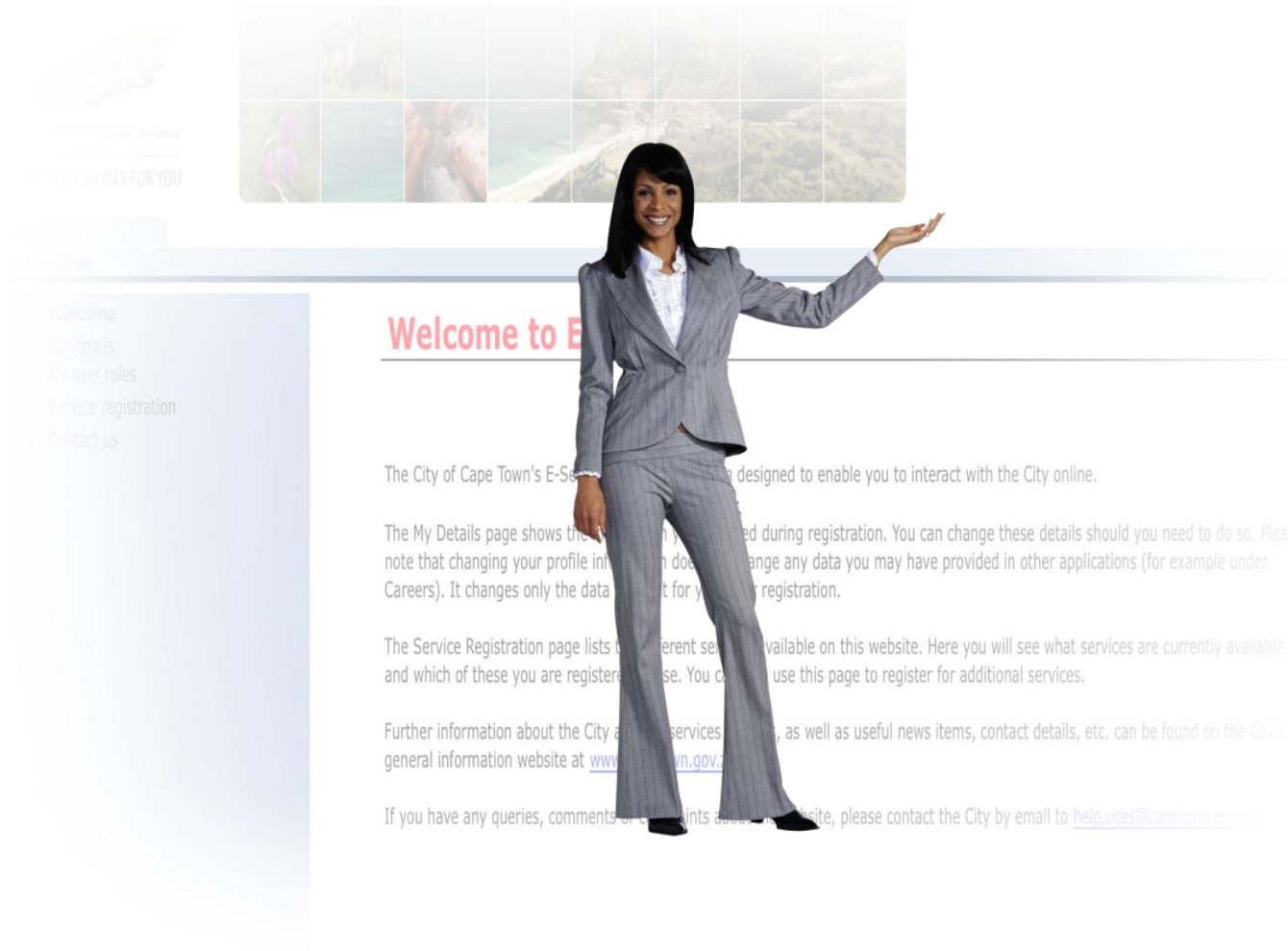
- Transact online with the City 24/7 – no more queues at walk in centres and lengthy phone calls
- View the status of the organisation's rates and services accounts
- Obtain copies of related invoices
- View the organisation's water, sewerage and electricity consumption history in chart form
- Initiate payments
- View the organisation's unpaid invoices
- View a history of the organisation's paid invoices as well as any invoices in the payment process
- View a history of the organisation's payments and the allocation of their payments to the various invoices
- View the credits due to the organisation
- See the organisation's future meter reading dates
- Enter meter readings within the meter reading due date window

To complete your registration, please click on the following link <LINK>. You will then receive a confirmation e-mail with a URL that will enable you to login. Once you have done so, you can designate the responsibility for the above to another person in your organisation. To do so, please activate your role as administrator in MY USER ROLES page on E-Services. You will receive another confirmation e-mail once you have done so.

If you have any queries, please contact us via <E-MAIL> or <NUMBER>.

E-Services
City of Cape Town

b. Administrators



i. Accepting the administrator nomination

1. You will receive an e-mail from E-Services to inform you that you have been assigned as an administrator
2. Click on the link provided in the e-mail

Dear <ADMINISTRATOR>

You have been assigned as an administrator for <ORGANISATION>'s E-Services account at the City of Cape Town.

E-Services enables you and/or your appointed designate to:

- Transact online with the City 24/7 – no more queues at walk in centres and lengthy phone calls
- View the status of the organisation's rates and services accounts
- Obtain copies of related invoices
- View the organisation's water, sewerage and electricity consumption history in chart form
- Initiate payments
- View the organisation's unpaid invoices
- View a history of the organisation's paid invoices as well as any invoices in the payment process
- View a history of the organisation's payments and the allocation of their payments to the various invoices
- View the credits due to the organisation
- See the organisation's future meter reading dates
- Enter meter readings within the meter reading due date window

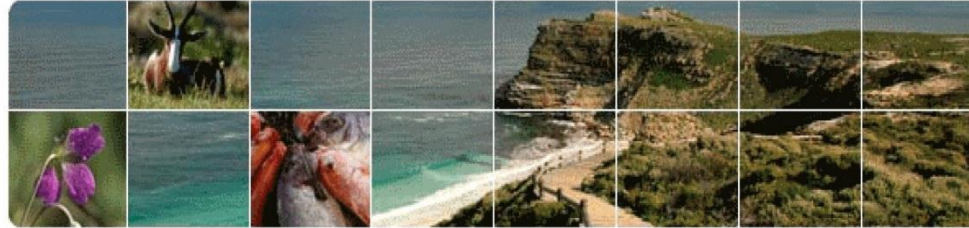
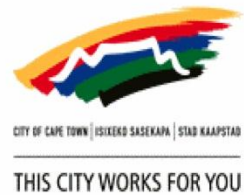
2

To complete your registration, please click on the following link <LINK>. You will then receive a confirmation e-mail with a URL that will enable you to login. Once you have done so, you can designate the responsibility for the above to another person in your organisation. To do so, please activate your role as administrator in MY USER ROLES page on E-Services. You will receive another confirmation e-mail once you have done so.

If you have any queries, please contact us via <EMAIL> or <NUMBER>.

E-Services
City of Cape Town

3. Enter your details and login to E-Services
4. If you are a new user click on 'Register here' to register



Username *

Password *

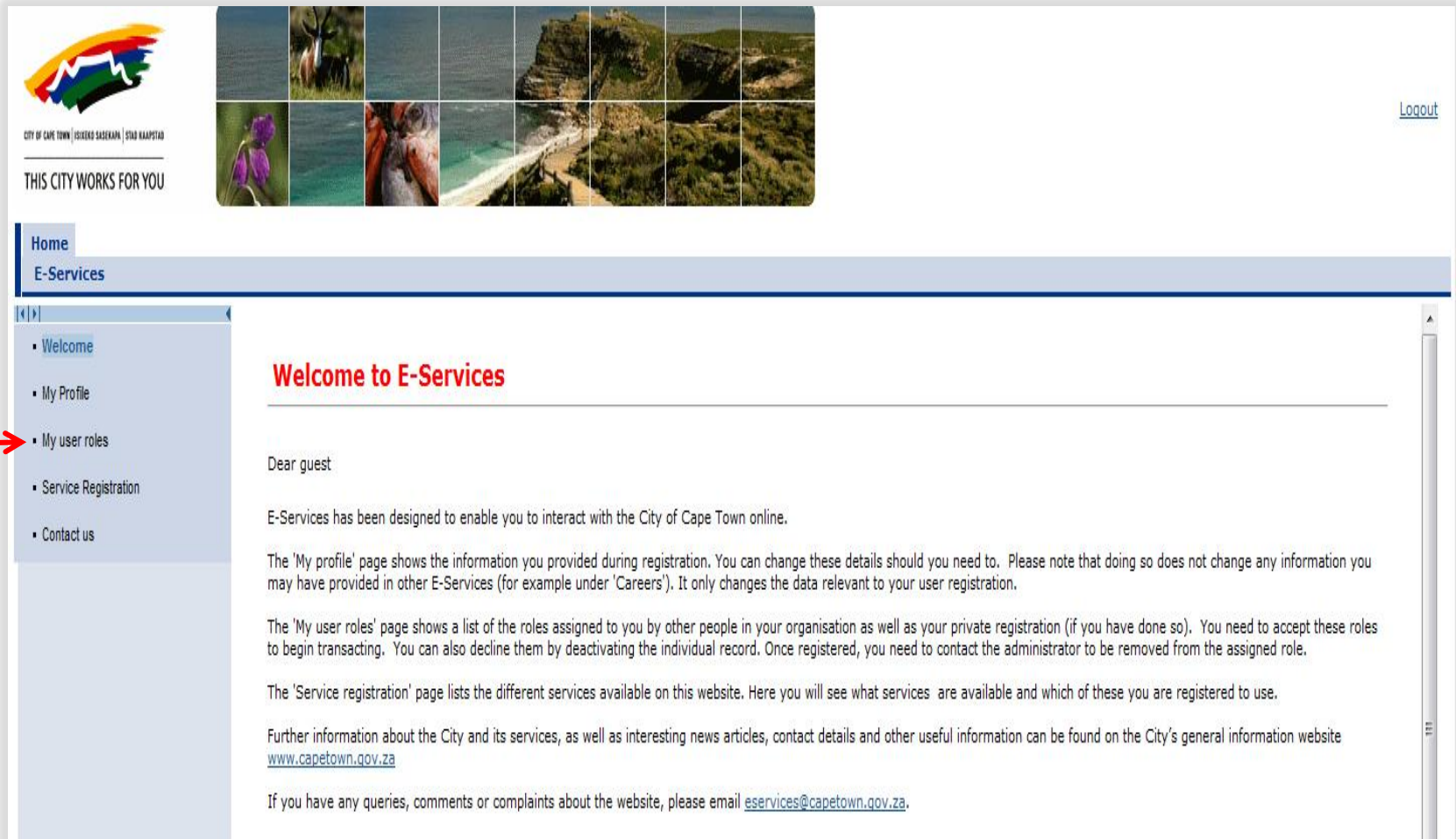
Not registered yet? [Register here](#)

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](#)

5. Click on 'My user roles'



CITY OF CAPE TOWN | **ISIIBENZI SASEKANA** | **STAD KAAPSTAD**
THIS CITY WORKS FOR YOU

[Logout](#)

Home
E-Services

- Welcome
- My Profile
- **My user roles**
- Service Registration
- Contact us

Welcome to E-Services

Dear guest

E-Services 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 E-Services (for example under 'Careers'). It only changes the data relevant to your user registration.

The 'My user roles' page shows a list of the roles assigned to you by other people in your organisation as well as your private registration (if you have done so). You need to accept these roles to begin transacting. You can also decline them by deactivating the individual record. Once registered, you need to contact the administrator to be removed from the assigned role.

The 'Service registration' page lists the different services available on this website. Here you will see what services are available and which of these you are registered to use.

Further 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

If you have any queries, comments or complaints about the website, please email eservices@capetown.gov.za.

6. Select 'Accept' in the Operation drop-down box
7. Click 'Save'

My User Roles

The following table shows a list of the roles assigned to you by other people and / or organisations, together with the status of your responsibility. You can accept individual responsibilities by activating the associated role. You can also decline your responsibility by deactivating any individual record. Once registered you will need to contact the Third Party Administrator in order to be removed from the assigned role.

Third party	Your role	Status	Valid from	Valid to	Operation
MyComp (Pty) Ltd	Administrator	Nominated	21.02.2012	31.12.9999	Accept

Change Save Cancel

8. You will receive an e-mail from E-Services to inform you that you have been confirmed as an administrator. Click on the provided link

Dear <ADMINISTRATOR>

Congratulations! You have successfully activated your role as <ROLE> for <ORGANISATION>'s E-Services account. Please login using the link below to access the available online services and/or designate these tasks to another individual in your organisation:

<LINK>

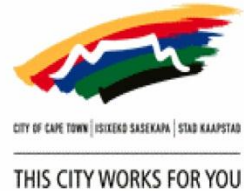


If you have any queries, please contact us via <EMAIL> or <NUMBER>.

E-Services
City of Cape Town

ii. Maintaining the nominated users in specific roles

1. Enter your details and login to E-Services



Username *

Password *

Three red arrows point from a red circle containing the number '1' to the Username field, the Password field, and the Login 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](#)

2. Click on the 'Organisation administration' tab

The screenshot displays the City of Cape Town E-Services website. At the top left is the City of Cape Town logo with the tagline "THIS CITY WORKS FOR YOU". To the right is a grid of images. In the top right corner, there is a "Logout" link. Below the header is a navigation bar with the following tabs: "Home", "E-Services", and "Organisation administration". A red arrow points to the "Organisation administration" tab, which is also marked with a red circle containing the number "2". On the left side of the page is a sidebar menu with the following links: "Welcome", "My Profile", "My user roles", "Service Registration", and "Contact us". The main content area is titled "Welcome to E-Services" and contains the following text:

Dear guest

E-Services 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 E-Services (for example under 'Careers'). It only changes the data relevant to your user registration.

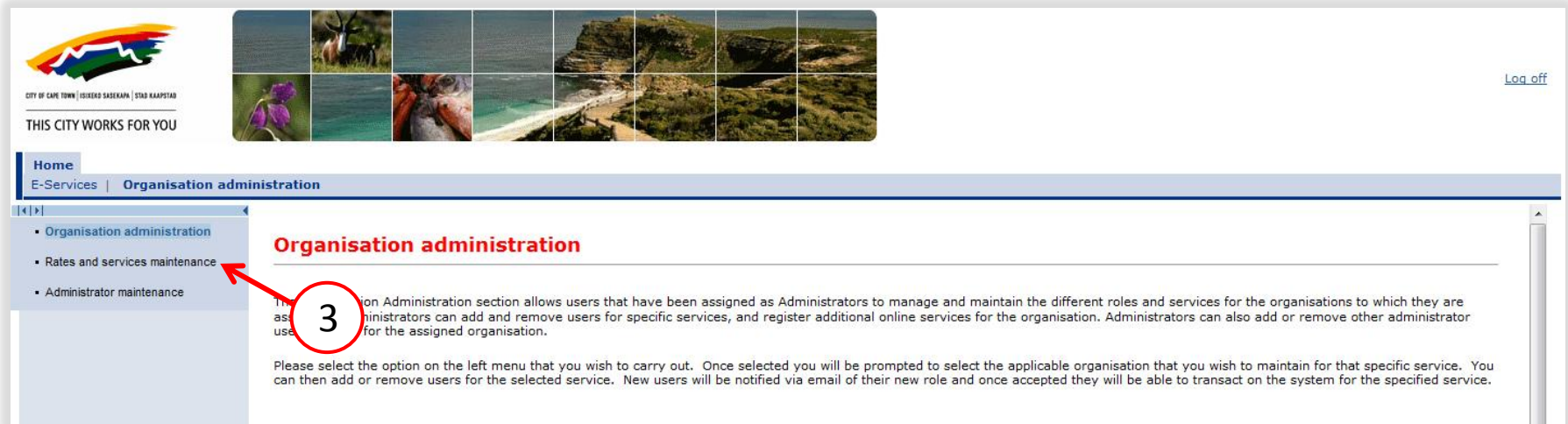
The 'My user roles' page shows a list of the roles assigned to you by other people in your organisation as well as your private registration (if you have done so). You need to accept these roles to begin transacting. You can also decline them by deactivating the individual record. Once registered, you need to contact the administrator to be removed from the assigned role.

The 'Service registration' page lists the different services available on this website. Here you will see what services are available and which of these you are registered to use.

Further 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

If you have any queries, comments or complaints about the website, please email eservices@capetown.gov.za.

3. Click on the 'Rates and services maintenance' tab



The screenshot shows the City of Cape Town website interface. At the top, there is a header with the city logo and a grid of images. Below the header, a navigation bar contains links for 'Home', 'E-Services', and 'Organisation administration'. The 'Organisation administration' section is active, and its sub-menu is visible on the left. The sub-menu includes 'Organisation administration', 'Rates and services maintenance', and 'Administrator maintenance'. A red circle with the number 3 is placed around the 'Rates and services maintenance' link, and a red arrow points to it from the left. The main content area displays the title 'Organisation administration' in red, followed by a paragraph explaining the section's purpose. The paragraph is partially obscured by the red circle and arrow.

Organisation administration

The Organisation Administration section allows users that have been assigned as 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 register additional online services for the organisation. Administrators can also add or remove other administrator users for the assigned organisation.

Please select the option on the left menu that you wish to carry out. Once selected you will be prompted to select the applicable organisation that you wish to maintain for that specific service. You can then add or remove users for the selected service. New users will be notified via email of their new role and once accepted they will be able to transact on the system for the specified service.

4. Click on 'Maintain users' to manage user roles of the selected organisation

City of Cape Town | **isiXeko SaseKapa** | **Stad Kaapstad**
THIS CITY WORKS FOR YOU

[Home](#)
[E-Services](#) | **Organisation administration**

- Organisation administration
- Rates and services maintenance**
- Administrator maintenance

Rates and services user maintenance

The following table shows a list of the organisations assigned to you as the Administrator. Select the organisation that you wish to administer by clicking on the Organisation below.

Organisation	
CRAIG Pty Ltd	Maintain users
testOrg26	Maintain users

A red circle with the number 4 and an arrow points to the 'Maintain users' button for 'CRAIG Pty Ltd'.

- Click on 'Add nominee' to nominate a rates processor
- Enter the nominated rates processor's details

City of Cape Town | SITHOLE SIQAKHANA | ITHA KAPAYITHA
THIS CITY WORKS FOR YOU

Home | E-Services | Organisation administration

• Organisation administration
• Rates and services maintenance
• Administrator maintenance

Rates and services user maintenance

This section allows Administrators to manage users and user roles on the organisation for rates and services.

Nominees

[Add nominee](#) [De-activate selected](#) [De-activate all](#) Search: by name and / or account [Search](#)

Name	Surname	Email	Assigned account	Status	ID number	ID Type
LUJU	TEBSA	lulu@mail.com	000200073086	Inactive	GH765493	Passport (non-South African citizens)
DEE	CEE	dee@mail.com	000200044074	Active	DC221465	Passport (non-South African citizens)
TED	X	ted@mail.com	000200044074	Active	AN326598	Passport (non-South African citizens)
ZOL	ZOL	zol@zol.com	000200044074	Inactive	8108295149085	SA National Identity Number
NONO	NDLOVU			Active	RH765844	Passport (non-South African citizens)
CUL	CULLA	cull@cull.com	000200073086	Active	CU2216543	Passport (non-South African citizens)
TEST	TEST	role@mail.com	000200045144	Active	8408165070084	SA National Identity Number
REZ	SEED	rez@mail.com	000200044074	Inactive	8108295149085	SA National Identity Number
NONO	NDLOVU	non@mail.com	000200045144	Active	RH765844	Passport (non-South African citizens)
ZIM	ZIM	zim@zim.com	000200044074	Active	AZ221465	Passport (non-South African citizens)
NONNIE	GANG	nonnie@mail.com		Active	AN326598	Passport (non-South African citizens)
JOE	JACK	joe@mail.com	000200045144	Inactive	ZP2623321	Passport (non-South African citizens)
REZ	REZ	rez@mail.com	000200044074	Active	RZ2521123	Passport (non-South African citizens)

[Submit](#)

You will receive an e-mail from E-Services to inform you once the nominee's role has been successfully activated.

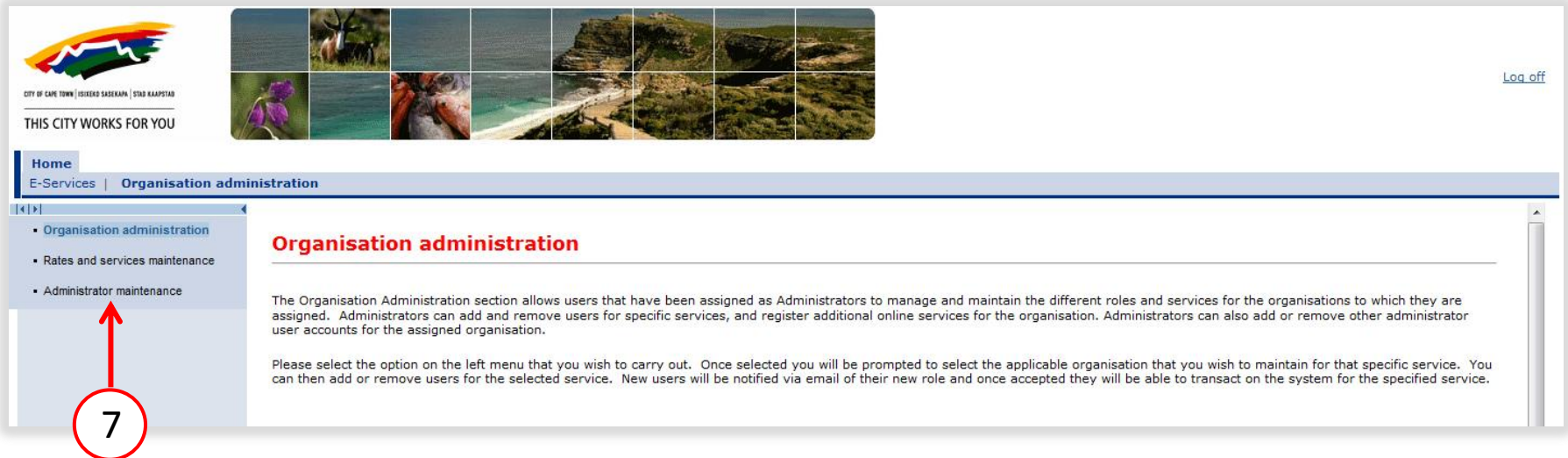
Dear <ADMINISTRATOR>

<NOMINEE> has been successfully activated as the <ROLE> for <ORGANISATION>.

If you have any queries please contact support via email: <E-MAIL>.

E-Services department
City of Cape Town

- Click on the 'Administration maintenance' tab to manage the administrators of the organisation



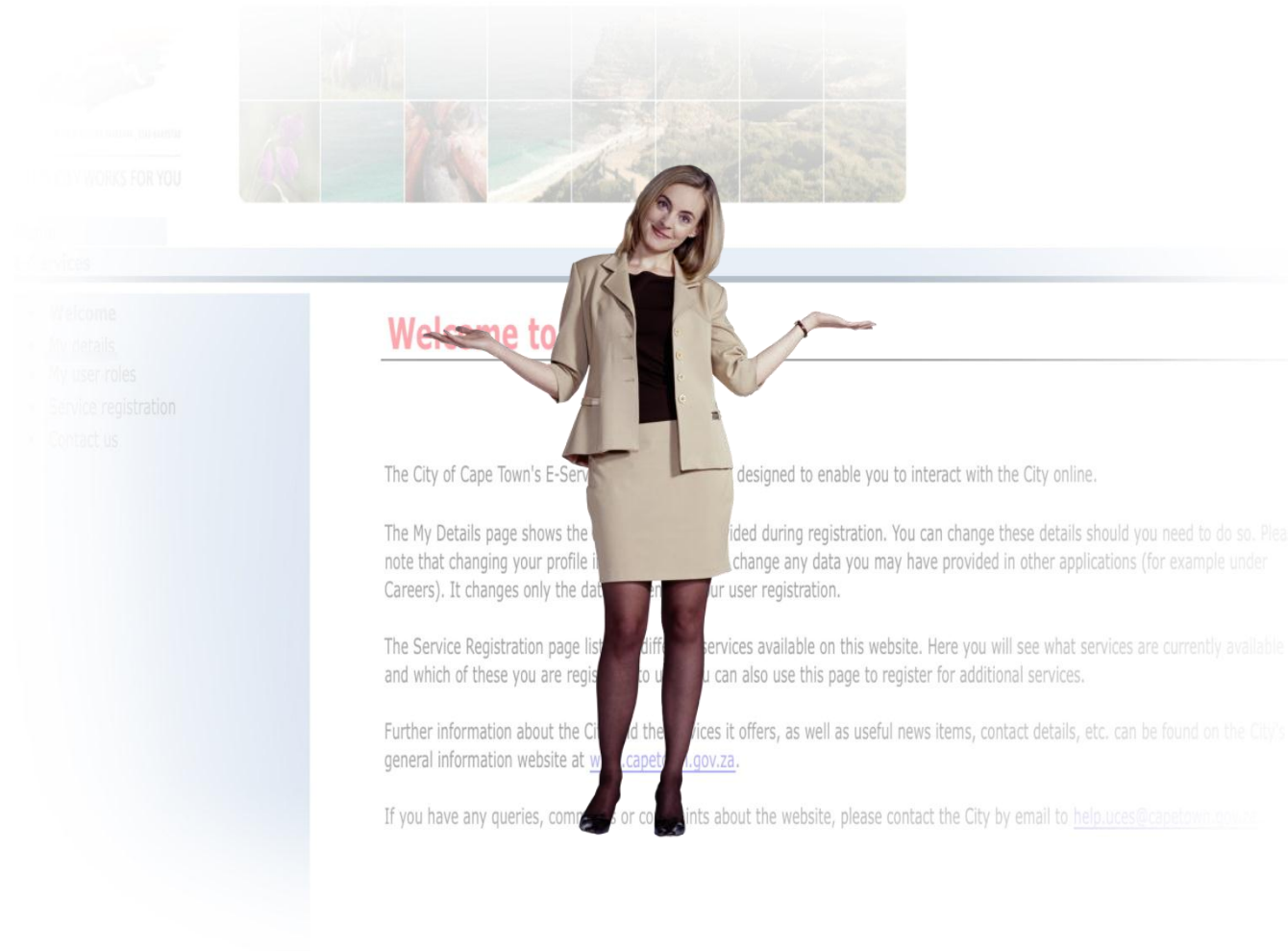
The screenshot displays the City of Cape Town e-services portal. At the top, there is a header with the city logo and a grid of images. Below the header, a navigation bar shows 'Home' and 'E-Services | Organisation administration'. A left sidebar contains a menu with three items: 'Organisation administration', 'Rates and services maintenance', and 'Administrator maintenance'. A red arrow points to the 'Administrator maintenance' item, which is also highlighted with a red circle containing the number 7. The main content area is titled 'Organisation administration' and contains two paragraphs of text.

Organisation administration

The Organisation Administration section allows users that have been assigned as 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 register additional online services for the organisation. Administrators can also add or remove other administrator user accounts for the assigned organisation.

Please select the option on the left menu that you wish to carry out. Once selected you will be prompted to select the applicable organisation that you wish to maintain for that specific service. You can then add or remove users for the selected service. New users will be notified via email of their new role and once accepted they will be able to transact on the system for the specified service.

c. Nominated users



The City of Cape Town's E-Service user interface is displayed. The header features the City of Cape Town logo and the text "E-Services". Below the header is a navigation menu with links: Welcome, My details, My user roles, Service registration, and Contact us. The main content area has a large "Welcome to" message. Below this, there are several paragraphs of text explaining the E-Service and how to use it. A woman in a beige suit is standing in front of the interface, gesturing towards the "Welcome to" message.

The City of Cape Town's E-Service is designed to enable you to interact with the City online.

The My Details page shows the details you provided during registration. You can change these details should you need to do so. Please note that changing your profile information will not change any data you may have provided in other applications (for example under Careers). It changes only the data used for your user registration.

The Service Registration page lists the different services available on this website. Here you will see what services are currently available and which of these you are registered to use. You can also use this page to register for additional services.

Further information about the City and the services it offers, as well as useful news items, contact details, etc. can be found on the City's general information website at www.capetown.gov.za.

If you have any queries, comments or complaints about the website, please contact the City by email to help.uses@capetown.gov.za.

i. Accepting the user nomination

1. You will receive an e-mail from E-Services to inform you that you have been nominated as a rates processor
2. Click on the link provided in the e-mail

Dear <NOMINEE>

You have been nominated by <ORGANISATION> to transact on its City of Cape Town E-Services <CONTRACT ACCOUNT> account as a rates processor. This will enable you to view the status of <ORGANISATION>'s rates and services accounts and:

- Obtain copies of its related invoices
- View its water, sewerage and electricity consumption history in chart form
- Initiate payments
- View its unpaid invoices
- View a history of its paid invoices as well as any invoices in the payment process
- View a history of its payments and the allocation of their payments to the various invoices
- View the credits due to it
- See its future meter reading dates
- Enter meter readings within the meter reading due date window

To register, please click on the following link:

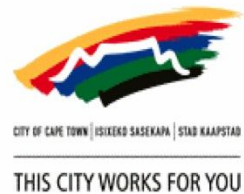
<LINK> 

Once you are able to access the <ORGANISATION> E-Services account, please activate your role under MY USER ROLES.

If you have any queries please contact us via <EMAIL> or <NUMBER>.

E-Services
City of Cape Town

3. Enter your details and login to E-Services
4. If you are a new user click on 'Register here' to register



Username *

Password *

Diagram: A red circle with the number 3 has three red arrows pointing to the Username field, the Password field, and the Login button.

Not registered yet? [Register here](#)

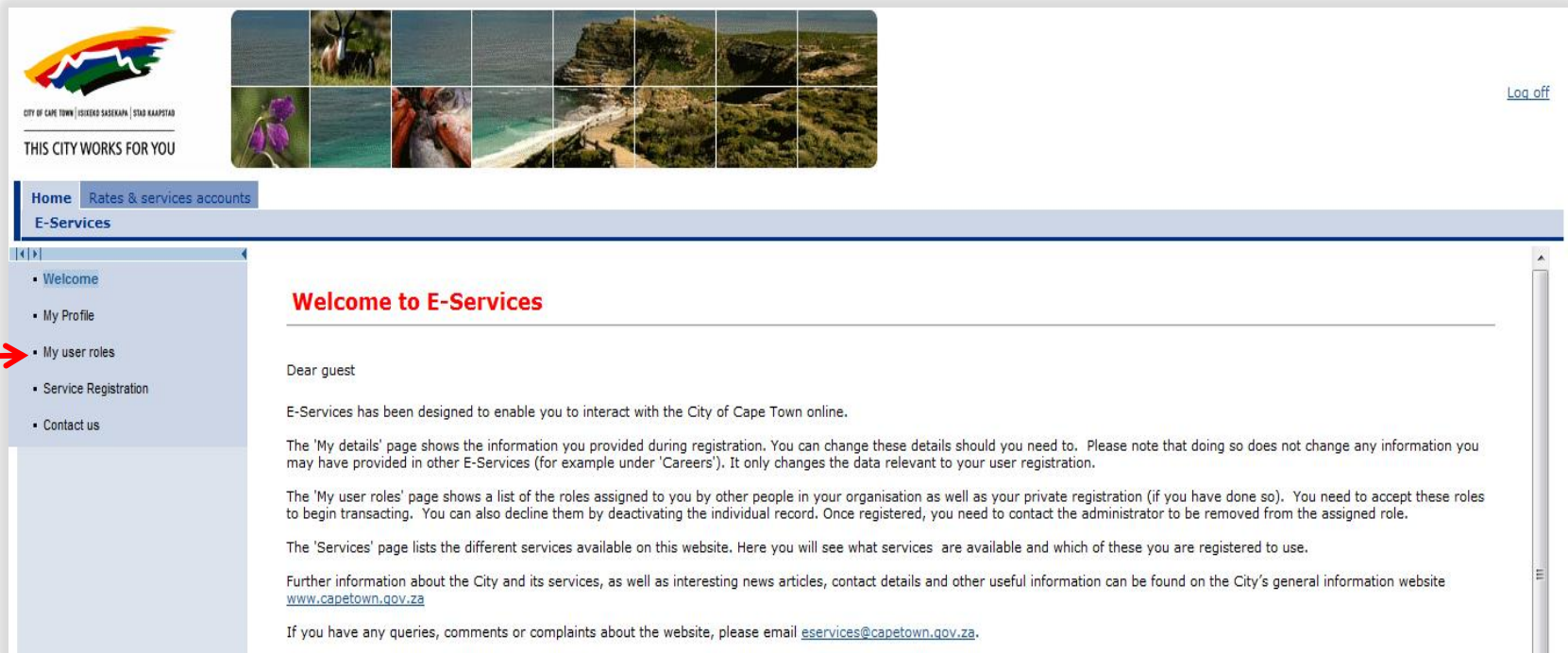
Forgotten your password? [Reset your password here](#)

Forgotten your username? [Retrieve your username here](#)

Missing password e-mail? [Check/change your e-mail address here](#)

Diagram: A red circle with the number 4 has a red arrow pointing to the 'Register here' link.

5. Click on 'My user roles'



The screenshot shows the City of Cape Town E-Services website. The header includes the City of Cape Town logo and the text "THIS CITY WORKS FOR YOU". A navigation bar contains links for "Home", "Rates & services accounts", and "E-Services". The left sidebar menu lists several options: "Welcome", "My Profile", "My user roles", "Service Registration", and "Contact us". A red circle with the number 5 and an arrow points to the "My user roles" link. The main content area is titled "Welcome to E-Services" and contains a welcome message to a guest, information about the E-Services platform, and links to further information and contact details.

CITY OF CAPE TOWN | IZINDO BAKHANYI | STAD KAAPSTAD

THIS CITY WORKS FOR YOU

Home Rates & services accounts E-Services

My user roles

Welcome to E-Services

Dear guest

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

The 'My details' 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 E-Services (for example under 'Careers'). It only changes the data relevant to your user registration.

The 'My user roles' page shows a list of the roles assigned to you by other people in your organisation as well as your private registration (if you have done so). You need to accept these roles to begin transacting. You can also decline them by deactivating the individual record. Once registered, you need to contact the administrator to be removed from the assigned role.

The 'Services' page lists the different services available on this website. Here you will see what services are available and which of these you are registered to use.

Further 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

If you have any queries, comments or complaints about the website, please email eservices@capetown.gov.za.

6. Select 'Activate' in the Status drop-down box



CITY OF CAPE TOWN | ISIKHAKO SASAKHANA | STAD KAAPSTAD

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[Log off](#)

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E-Services

- Welcome
- My Profile
- **My user roles**
- Service Registration
- Contact us

My User Roles

The following table shows a list of the roles assigned to you by other people and / or organisations, together with the status of your responsibility. You can accept individual responsibilities by activating the associated role. Once registered you will need to contact the Third Party Administrator in order to be removed from the assigned role.

Role	Business Partner	Account	Status
Rates processor	CRAIG Pty Ltd	000200073086	Activated

6

7. You will receive an e-mail from E-Services to inform you that your role has been successfully activated . Click on the provided link

Dear <NOMINEE>

Congratulations! You have successfully activated your role as <ROLE> for [ORGANISATION]'s E-Services account. Please login using the link below to access the available online services.

<LINK>

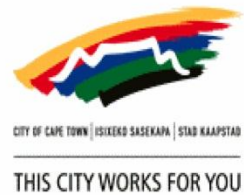


If you have any queries please contact support via email: <E-MAIL>.

E-Services
City of Cape Town

ii. Processing on behalf of the organisation

8. Enter your details and login to E-Services



Username *

Password *

8

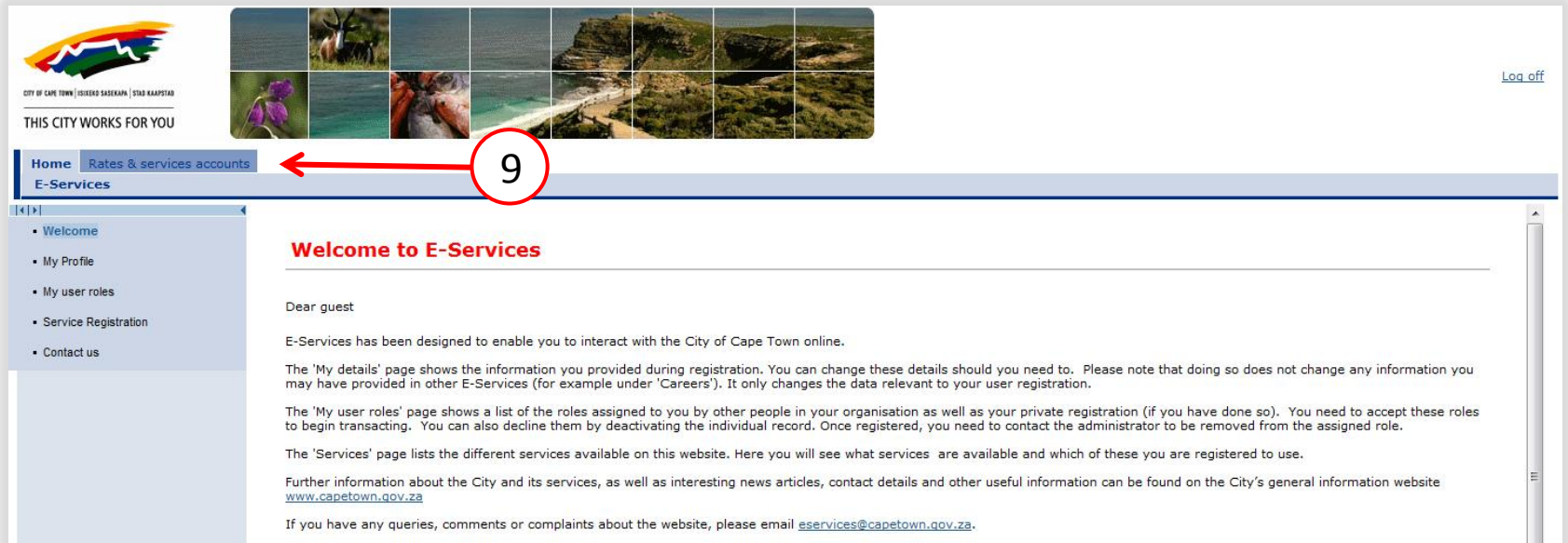
Not registered yet? [Register here](#)

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](#)

9. Click on the 'Rates & services accounts' to manage rates and service transactions



The screenshot shows the City of Cape Town E-Services website. At the top left is the City of Cape Town logo with the text "CITY OF CAPE TOWN | IISIDISO SAKHAKH | STAD KAAPSTAD" and "THIS CITY WORKS FOR YOU". To the right of the logo is a grid of 12 small images. In the top right corner, there is a "Log off" link. Below the logo, there is a navigation bar with "Home" and "Rates & services accounts" (highlighted with a red circle and the number 9). Below the navigation bar is a sidebar with a list of links: "Welcome", "My Profile", "My user roles", "Service Registration", and "Contact us". The main content area has the heading "Welcome to E-Services" and a "Dear guest" message. It contains several paragraphs of text explaining the E-Services platform and providing contact information. The text includes: "E-Services has been designed to enable you to interact with the City of Cape Town online.", "The 'My details' 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 E-Services (for example under 'Careers'). It only changes the data relevant to your user registration.", "The 'My user roles' page shows a list of the roles assigned to you by other people in your organisation as well as your private registration (if you have done so). You need to accept these roles to begin transacting. You can also decline them by deactivating the individual record. Once registered, you need to contact the administrator to be removed from the assigned role.", "The 'Services' page lists the different services available on this website. Here you will see what services are available and which of these you are registered to use.", "Further 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", and "If you have any queries, comments or complaints about the website, please email eservices@capetown.gov.za."