



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

GETTING STARTED

Supplier Online Registration

Version: 1.03

Date: July 2018

Getting Started: Supplier Online Registration

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Introduction

This document will guide you to start the online supplier registration process correctly.

Please note that the role players for sole proprietors and organisations are different.

- **Organisation**

- An organisation must register three people. This is done by the administrator (see definition below) They may be the same person, or two or three individuals. After registration the administrator (see below) can add more people.

- **Administrator**

- The administrator is the person who is allocated the task of maintaining the online company data and declarations. The initial registration is done by the administrator, this includes setting up the details for the other people mentioned below.

- **Sales Person**

- The Sales person can view RFQs and submit quotations. He/she can also update the BBBEE and declaration.
- The administrator will assign a sales person.

Please note that this is not the current Procurement Portal where RFQs can be downloaded. This is the new eProcurement Portal where you can quote online.

- **Accounting officer**

- The accounting officer can view the tiles listed below:
 - The Invoice Enquiry Tool- to view supplier invoices statuses
 - The Statement Upload Tool – to submit statements.

Please note that invoices will only reflect on the Invoice Enquiry Tool after it has been captured on the City of Cape Town system, which usually takes about 3 days from date of receipt.

- **Authorizing official**

- The authorising official does not log into the system. It is his/her job to grant the authorisation for the administrator and transacting person.
- The authorizing official must sign an authorising letter which is then uploaded by the administrator to complete the authorisation.
- The administrator will assign the authorizing official.

- **Sole Proprietor**

- As a sole proprietor, you are responsible for logging in as yourself and performing all online functions.
- You will only be able to do online quotations once the registration process is completed.
- Please note that your online registration approval can take two to five business days after submission.

The decision tree on page 4 is a starting point, it will point you to the correct section in this document.

Supporting Documents

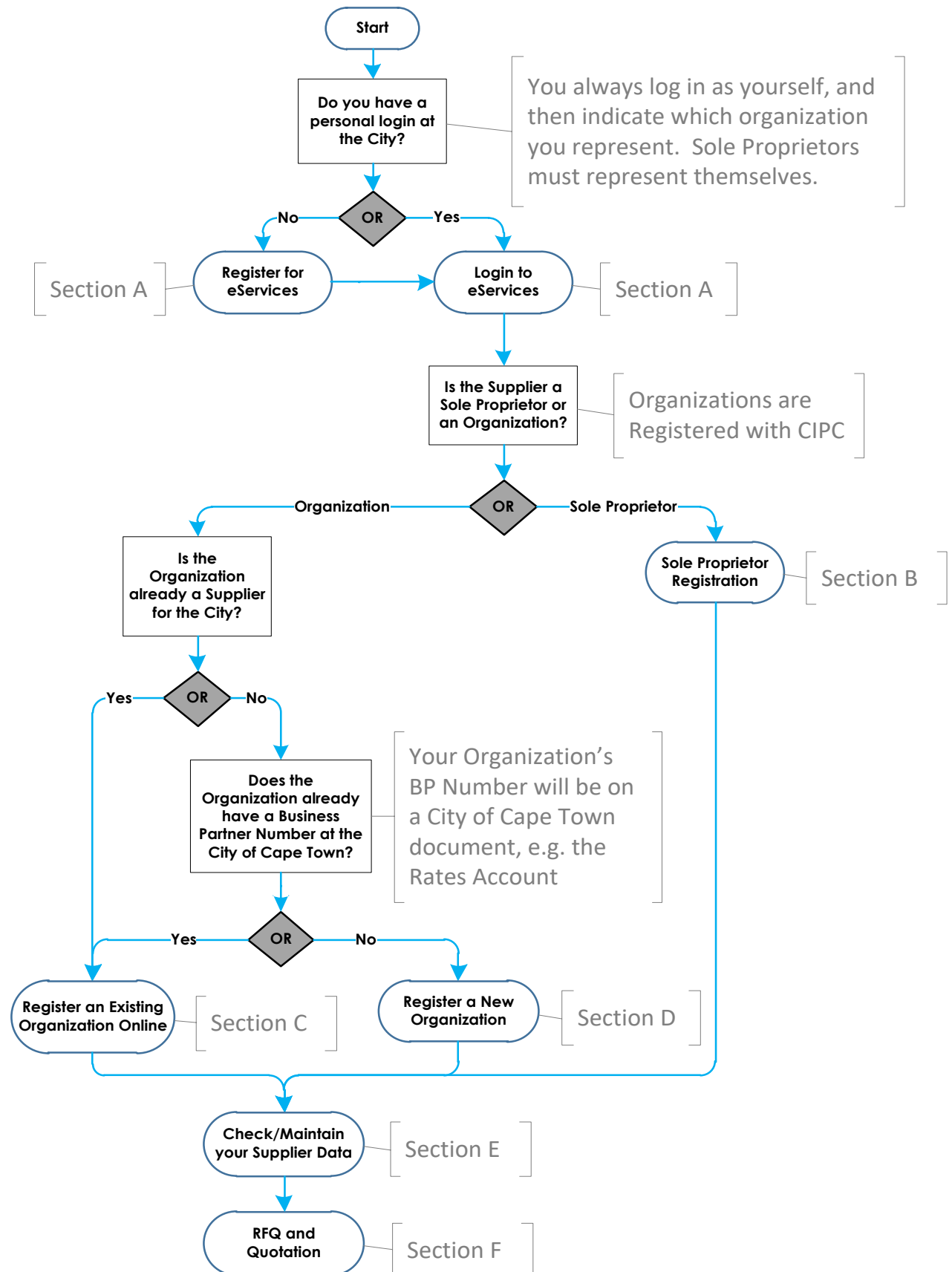
Supporting documents will be required when you do online registration.

Depending on your specific case you may need all or just some of the following documents:

- CSD Registration Report
- SARS Tax Clearance Certificate
- SARS PIN Certificate
- Proof of Address
 - E.g. Utility bill
- BBBEE Certificate or Sworn Affidavit
- Bank Signatory Letter
- Bank Account Confirmation
- Proof of Company Registration (CIPC)
- ID of Directors
- ID of Administrator
- ID of Transacting Person
- ID of Authorising Authority
- Letter of Authorisation
 - The Letter of Authorisation must be completed and signed by the director of the company. This person is the Authorising Official whose details must be captured in the Authorising Official's field on the portal application. E.g.:
 - I NAME, in capacity as director in COMPANY NAME hereby authorise NAME in his/her capacity as POSITION to act as Administrator in assigning and maintaining user access in COMPANY NAME.

Please note that all supporting documents should be scanned and saved as a PDF before you upload them.

Decision Tree



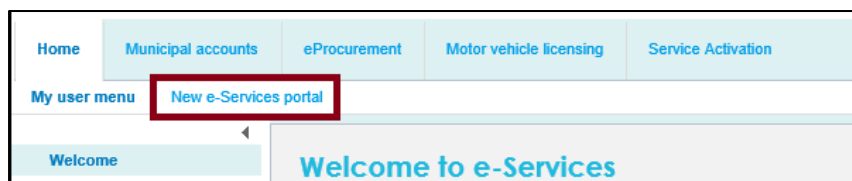
Section A - Login and Maintain Personal Data

Log in or register yourself here: <https://eservices.capetown.gov.za/irj/portal>

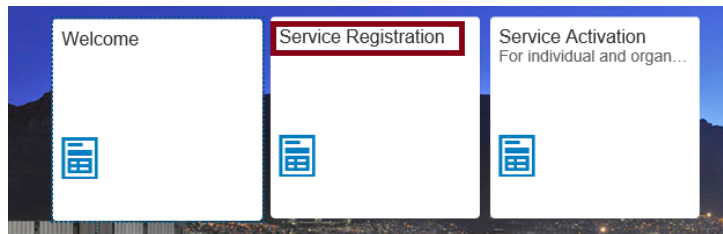
Please note: This is not the same as the current Procurement Portal, where you can only view and download RFQs. On the new eProcurement Portal you can quote online, view/track invoice statuses and submit statements .

Please note: You must first login (register) as yourself personally. You can also perform other personal functions online, such as: renewing your vehicle license and viewing your municipal account. Always log in as yourself, and then indicate which organisation you are representing. Sole proprietors must represent themselves. When you leave the organisation, you, or the new administrator (see page 1) can remove yourself from the organisation. You will still be able to login to eServices using your own personal account details.

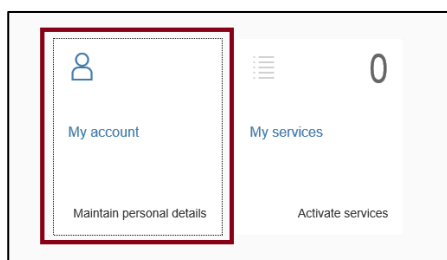
Once Logged in, select "New e-Services portal":



Select the "Service Registration" tile:



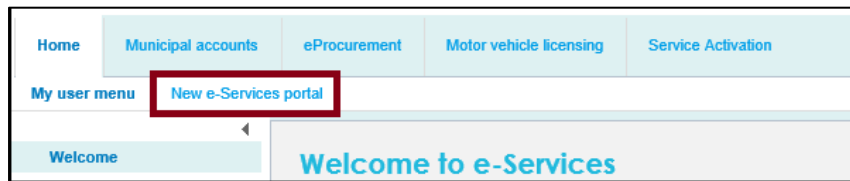
Select the "My account" tile and maintain your personal data. (You will maintain the organisations' data later.) When you have finished, save and submit, or exit if there are no changes.



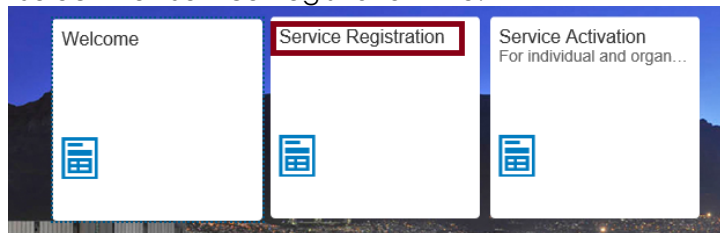
Once you have maintained your personal data, use the 'Decision Tree' (page 4) to determine which section you will need to complete next.

Section B - Sole Proprietor Registration

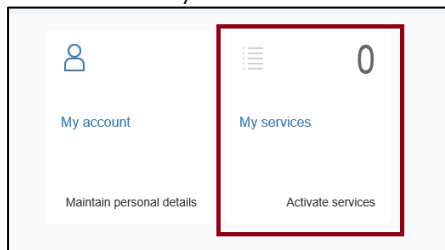
Once you have logged in, select "New e-Services portal":



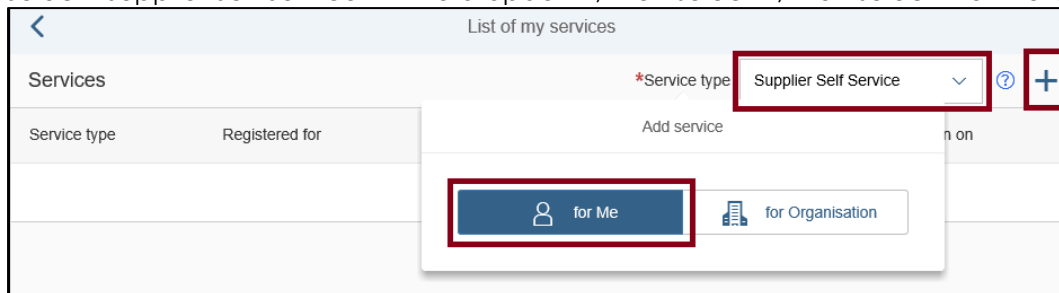
Select the "Service Registration" tile:



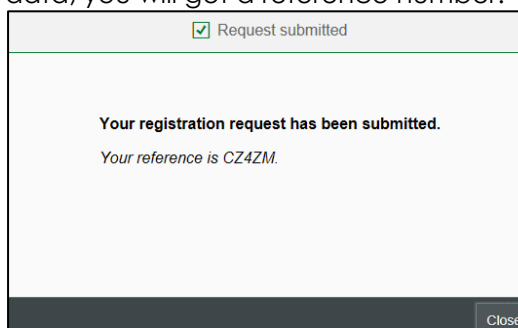
Select the "My services" tile:



Select "Supplier Self Service" in the dropdown, then select +, then select "For Me":



Now wait for all your required data to appear on screen. When you have submitted the data, you will get a reference number.

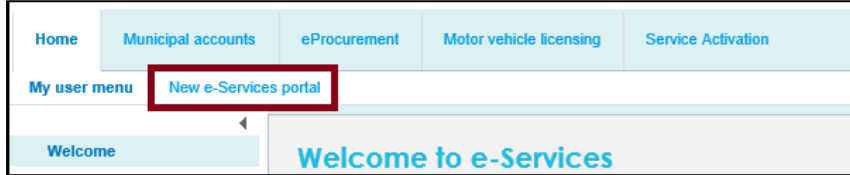


Your registration will be processed in five working days. Once you receive the notification that your registration was approved, continue to Section E – Check/Maintain your Supplier Data, on page 13.

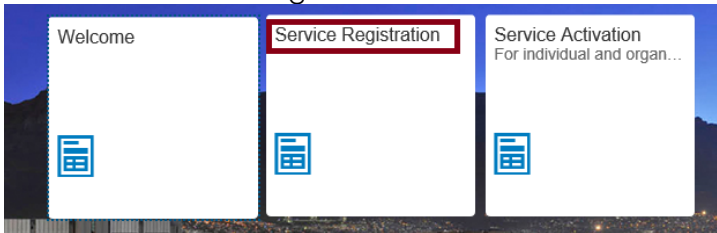
Section C – Register an Existing Organisation Online

If you are already a supplier for the City of Cape Town, or your organisation has a business partner number at the City you will follow this process. You can find the BP Number on any City document, e.g. Rates Account here.

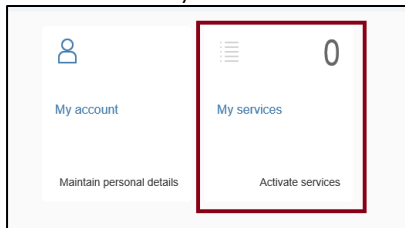
Once you have logged in, select “New e-Services portal”:



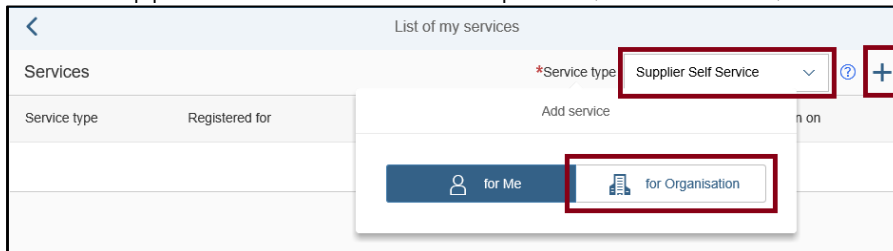
Select the “Service Registration” file.



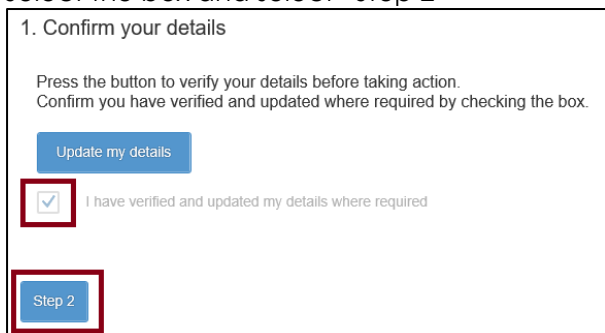
Select the “My services” file.



Select “Supplier Self Service” in the dropdown, then select +, then select “for Organisation”.



Select the box and select “Step 2”

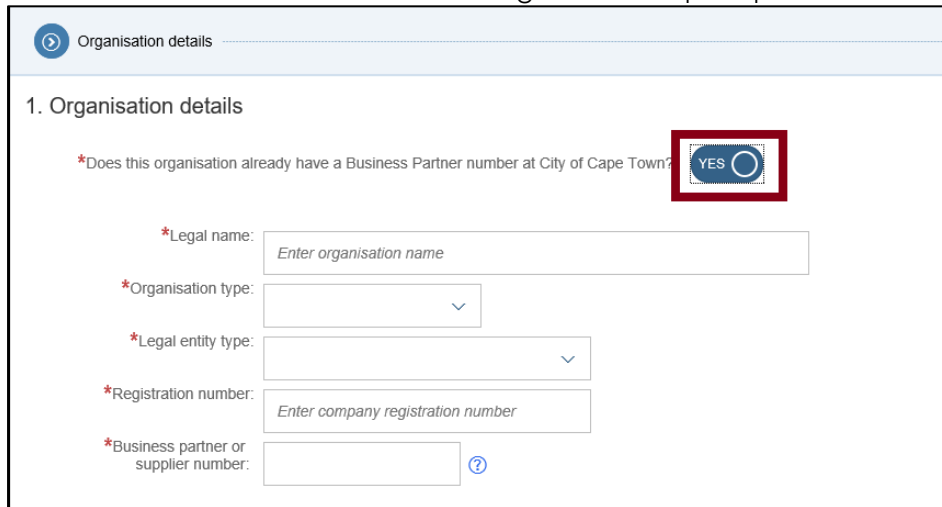


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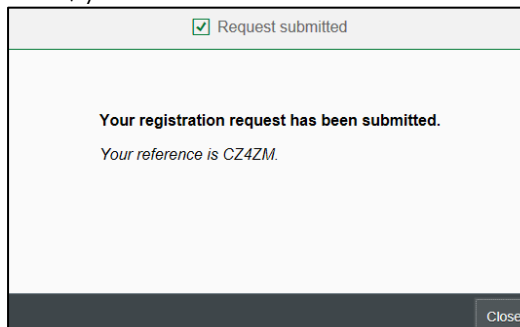
Select + to add an organisation to your profile and start the online registration process.



Select "Yes" and then continue following the screen prompts.



Now wait for all the required data to appear on the screen. Once you have submitted the data, you will receive a reference number.

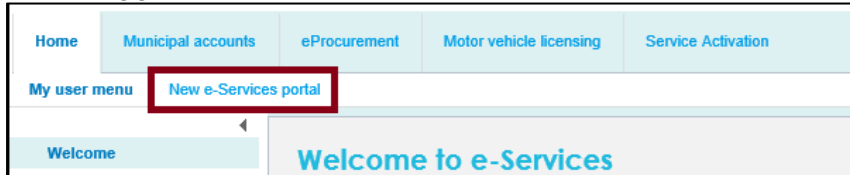


Your registration will be processed within five working days. Once you receive the notification that your registration was approved, continue to Section E – Check/Maintain your Supplier Data, on page 13.

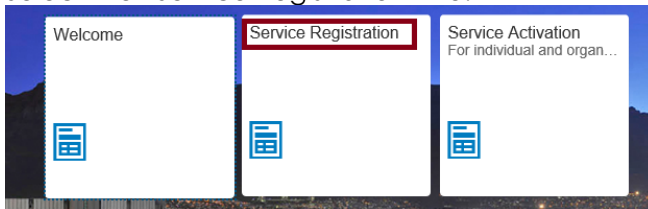
Section D – Register a New Organisation

If you are not yet a supplier for the City of Cape Town and your Organisation never had any relationship directly with the City, follow this process. This means that you will not have a business partner number at the City. You will find the BP Number on any City document, e.g. Rates Account.

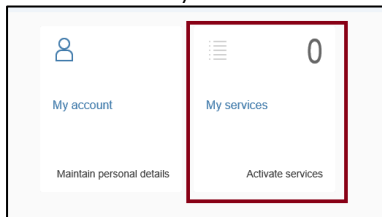
Once Logged in, select "New e-Services portal":



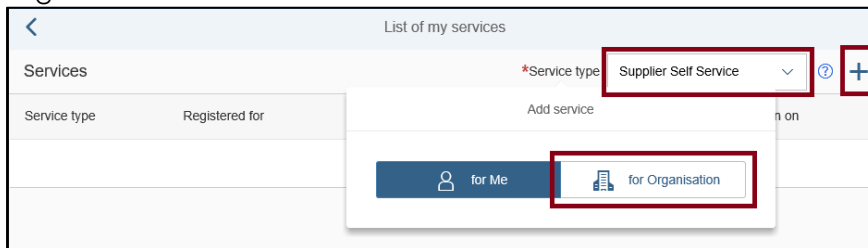
Select the "Service Registration" file.



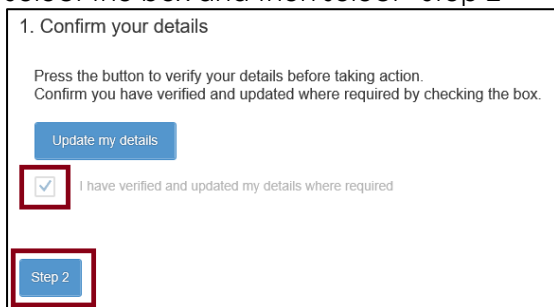
Select the "My services" file.



Select "Supplier Self Service" from the dropdown menu, select +, and then select "for Organisation".

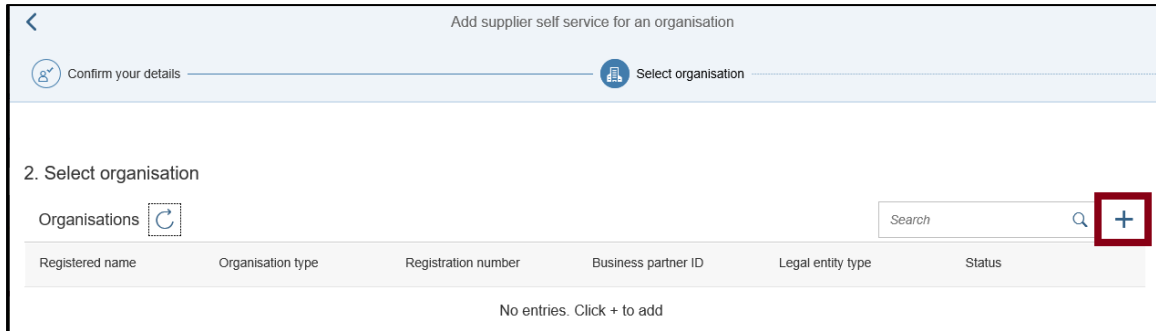


Select the box and then select "Step 2"



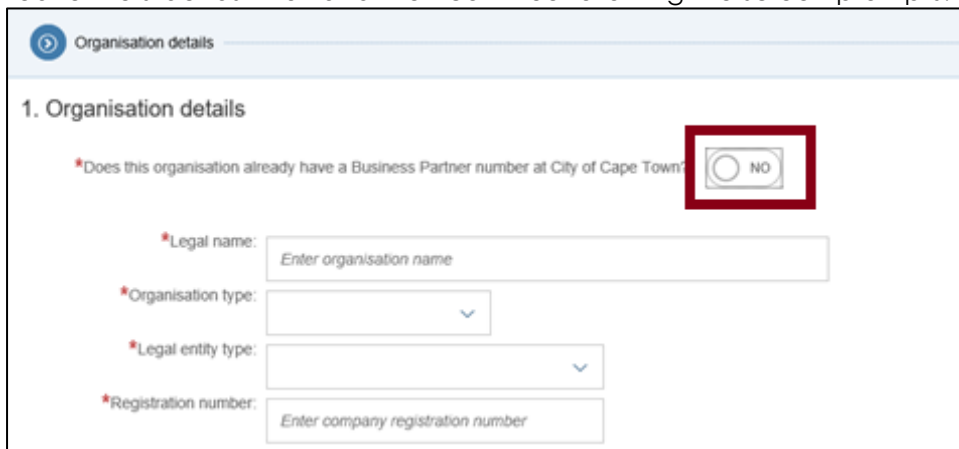
Select + to add an organisation to your profile and start the online registration process.

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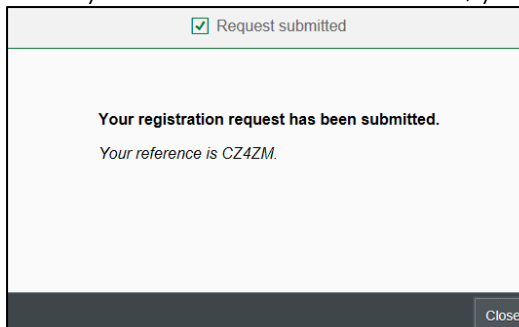


To add a role, select the drop down menu, then choose Sales person or accounting officer.

Leave the slider as "No" and then continue following the screen prompts.



Once you have submitted the data, you will receive a reference number.



Your registration will be processed within five working days. Once you receive the notification that your registration has been approved, continue to Section E – Check/Maintain your Supplier Data on page 13.

Register a new Person:

The administrator is responsible for registering new person. Select a roles by clicking on the + add button and then select the relevant role i.e.a transacting person or accounting officer.

Select the required role e.g. " accounting officer" and then click on + to add a new person:

The screenshot shows the 'Roles' tab selected in the top navigation bar. Below the navigation bar, there is a 'Responsibilities' section with a table. The table has columns: Role, Name, Surname, ID type, ID number, Phone number, and a status column. The first row shows 'Sales person' for 'john 2' with ID 'VF25963' and phone '0214003602'. The second row shows 'Accounting officer' for 'john 2' with the same ID and phone. A dropdown menu is open next to the 'Role' column header, showing 'Sales person' and 'Accounting officer' options. A red box highlights the 'Accounting officer' option. Another red box highlights the '+' button next to the dropdown menu.

Role	Name	Surname	ID type	ID number	Phone number	Status
Sales person	john 2	temba	Passport	VF25963	0214003602	
Accounting officer	john 2	temba	Passport	VF25963	0214003602	Approved

Select + to add the accounting officers details

The screenshot shows the 'People' section. At the top, there is a dropdown menu for '*Role' with 'Accounting officer' selected. Below this is a button labeled 'Add new responsibility'. Below that is a search bar with the text 'Search' and a magnifying glass icon. To the right of the search bar is a red box containing a '+' button. Below the search bar is a table with columns: Name, ID number, eMail address, Phone number, and Status.

Name	ID number	eMail address	Phone number	Status
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Leave the slider as "No" and then continue following the screen prompts.

1. Person details

*Does this person already have a Business Partner number at City of Cape Town? ☐ NO 

*Title:

*Name:

*Surname:

*Phone number:  

*Resident type: ☒ South African permanent resident ☐ Foreign national

*Identification type:

Once you have submitted the data, you will receive a reference number.

 Request submitted

Your registration request has been submitted.

Your reference is JV84M.

The registered person will receive a temporal email immediately confirming registration with a temporal password to log on to the portal. The user will only have access to the 'accounts payable tiles' after the workflow has been approved.

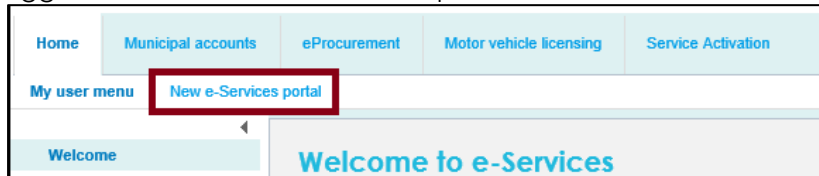
Section E – Check/Maintain your Supplier Data

After your supplier registration has been completed and it has been approved by the City of Cape Town, please check and maintain your data online.

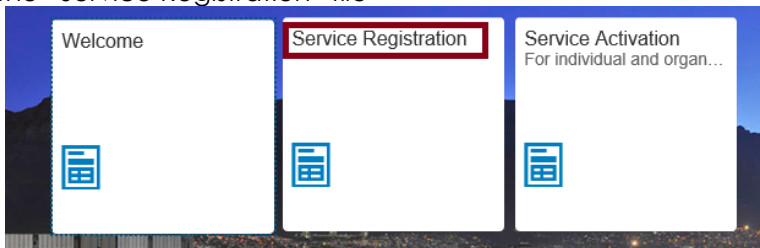
Log in here: <https://eservices.capetown.gov.za/irj/portal>

Please note: Always log in as yourself, and then indicate which organisation you represent.

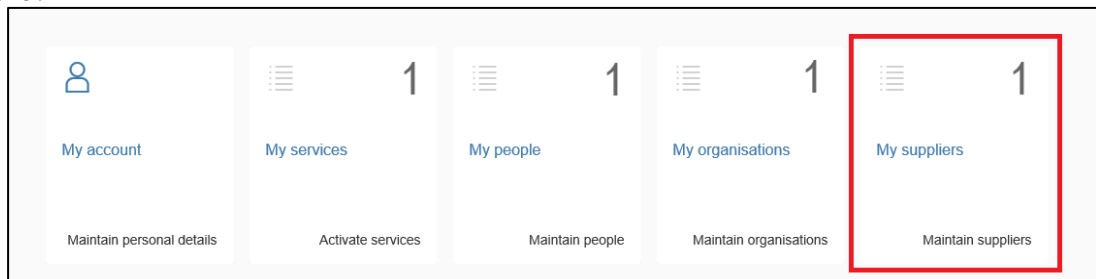
Once Logged in, select "New e-Services portal":



Select the "Service Registration" tile



Select the "My Suppliers" tile. Then select the supplier you represent and check or maintain your data.



After you have Submitted your changes (if there were any), the data will be approved within two working days.

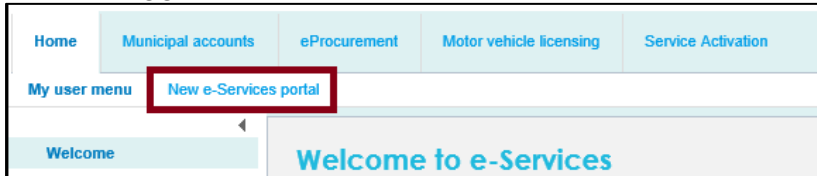
Then continue to Section F – RFQ and Quotation, on page 14

Section F – RFQ and Quotation

Log in here: <https://eservices.capetown.gov.za/irj/portal>

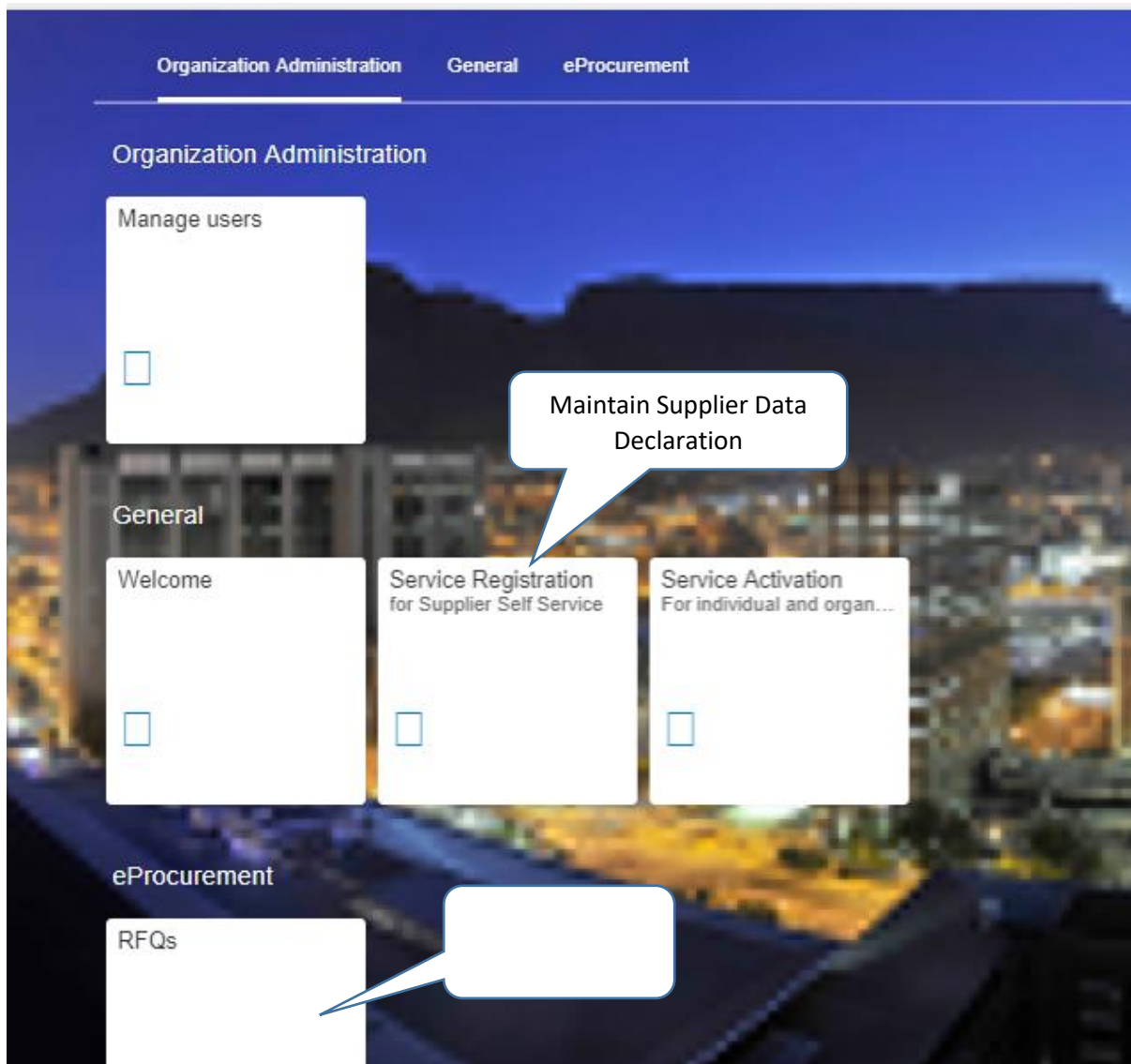
Please note: Always log in as yourself, and then indicate which organisation you represent.

Once you have logged in, select “New e-Services portal”:



When the “RFQ” tile is visible, you will be able to view ‘Request for Quotations’ and submit - quotations online. This will only be possible once you have maintained your supplier data, i.e. your declaration, Industry Keys, BBBEE etc. See Section E – Check/Maintain your Supplier Data, on page 13.

Maintain Supplier Data



Hint: Make this page a favorite. This is where your RFQ will be visible once registered.

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Maintain Supplier Data

Contact Details

For any assistance, the following helplines are available:

e-Services (including municipal accounts, etc.), contact e-Services helpdesk:

Help.uces@capetown.gov.za

Supplier Registration queries, contact Supplier Management:

EProcurement.SupplierRegistration@capetown.gov.za

For general Supplier queries, contact Supplier Management:

Supplier.Management@capetown.gov.za