



eLicence Portal

Phase 1 Step-by Step Guide

By creating a profile on the eLicence Portal, you will be able to **view your Renewal Notice** and other licence details, **process your renewal payment online** and **download a Confirmation of Renewal**.

The launch of this portal is a significant step in the digital transformation journey of the Western Cape Liquor Authority (WCLA), as we work to improve our efficiency and accessibility, and create value for our stakeholders.

The eLicence Portal forms part of a broader project - the development of an Online Client Services Platform for the WCLA. Future phases of this project will introduce additional features, such as being able to lodge applications online.

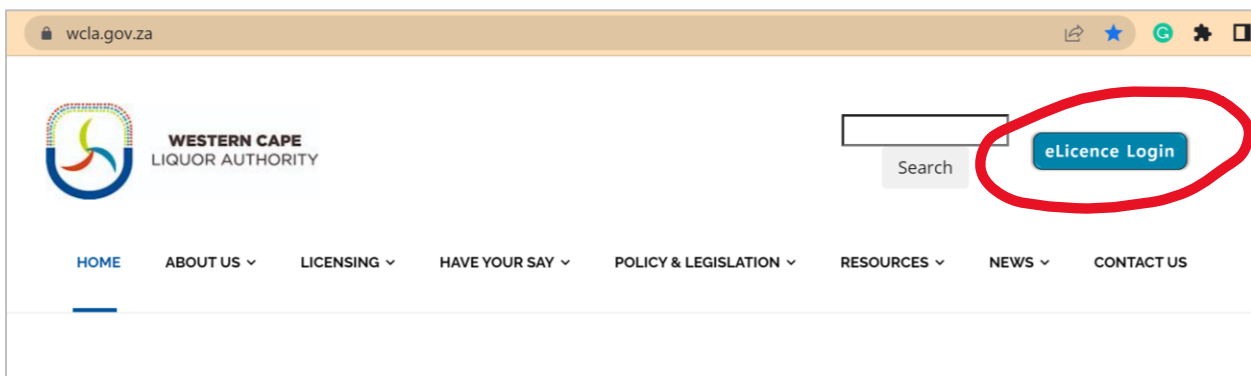
Kindly note:

- Before logging in, a profile must be created (look out for the [Create Profile](#) button on the eLicence Portal landing page). The profile will be verified with an OTP (One Time Password) sent via email and SMS.
- To successfully create your profile, the contact details used must match the details on file for your licence. This means that you may need to first update the contact details for your licence by contacting the WCLA.
- A proxy/representative can create a profile on behalf of the licence holder. After logging in they will then be able to submit a request to link the profile to the relevant licence holder. This will require supporting documentation to be sent through to the WCLA so that we can ensure the proxy/representative is authorised.

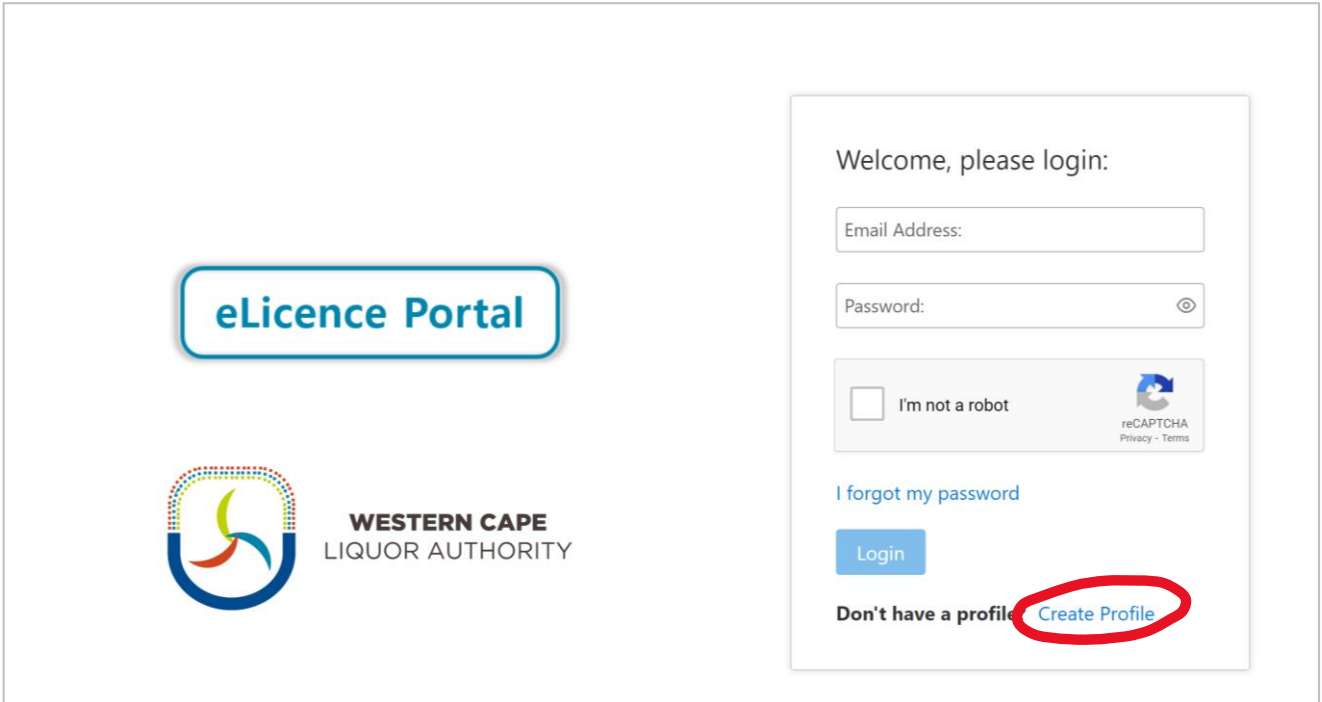
If you have any queries, please contact 021 204 9805 or eLicence@wcla.gov.za. Technical support is only available during office hours, Monday to Friday between 08h00 and 16h00.

Step 1: Access the eLicence Portal

- The eLicence Portal is accessible via www.wcla.gov.za. Look out for the **eLicence Login** button:

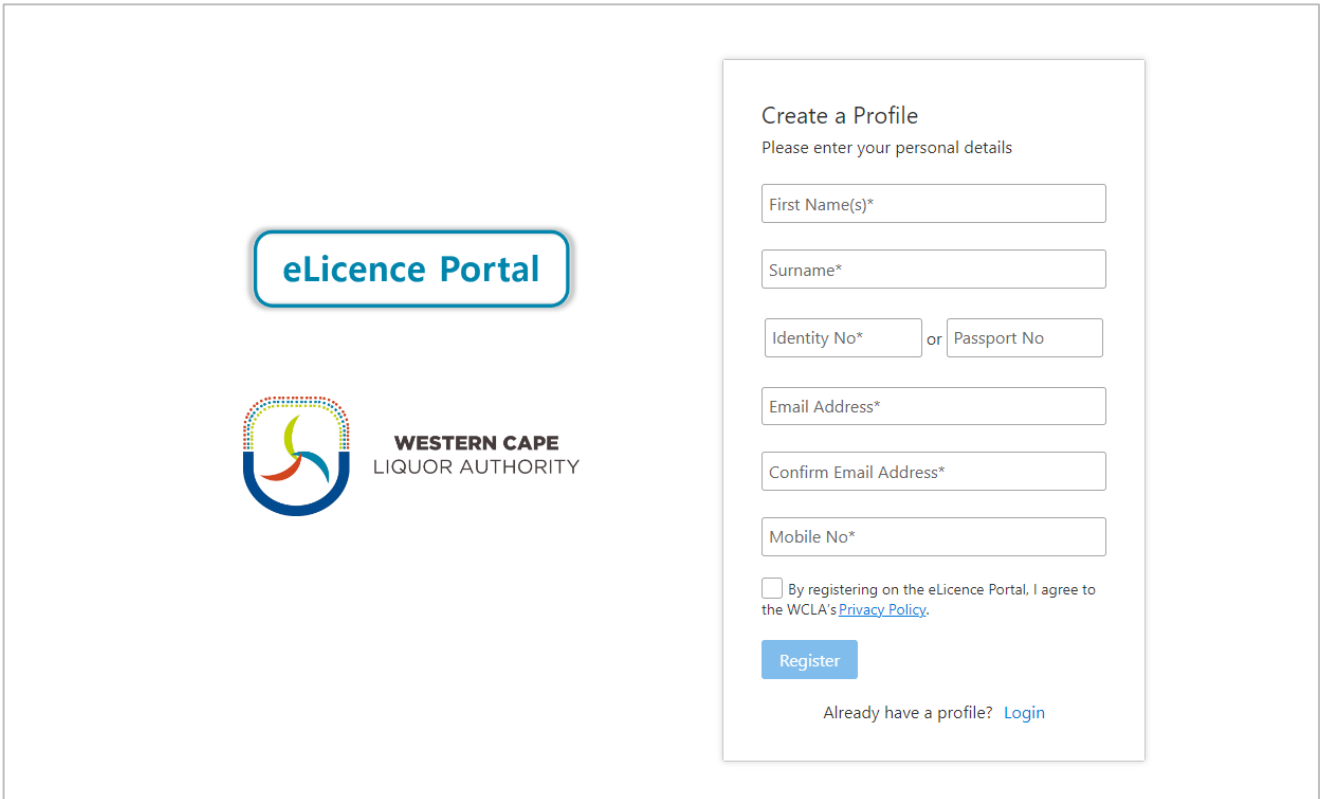


- Once [eLicence Login](#) is clicked, the eLicence Portal landing page will load:



Step 2: Create a Profile

- Click [Create Profile](#) and fill in the requested information. Contact details must match the information on file for the licence. Click [Register](#) and you will receive an email with a temporary password to log in.



- If a “mismatched data” message pops up when you click [Register](#), kindly click to download the form to update your contact details on record at the WCLA.
- The form (and supporting documents) must be emailed to eLicence@wcla.gov.za for authorisation.

Step 3: Verify the profile

- Once you have logged in, click [My Profile](#) and follow the links to verify the profile by requesting an OTP to be sent via SMS to your mobile number. The OTP can up to two minutes to arrive.
- The OTP must then be typed into the box on the screen and submitted.
- The email address would have already been verified when the account was created and temporary password sent via email.

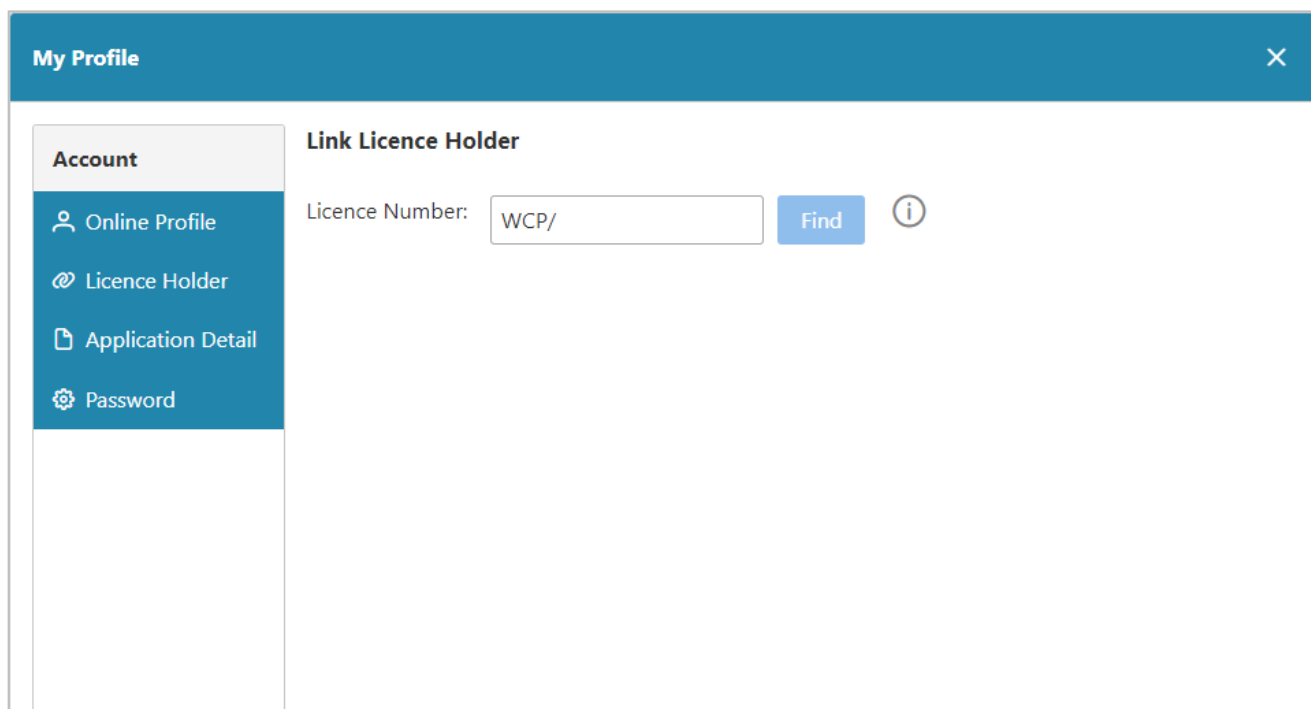
Step 4: Link a Licence (ignore this step if you are the Licence Holder)

- If you are a proxy/representative for a licence holder, once you have registered and verified your profile, you must request that the licence holder be linked to your profile. If the linking is authorised, all licences held by the licence holder will be linked to your profile.
- To request the linking, simply follow the steps below:

Step 4.1: - Click on the [My Profile](#) menu option

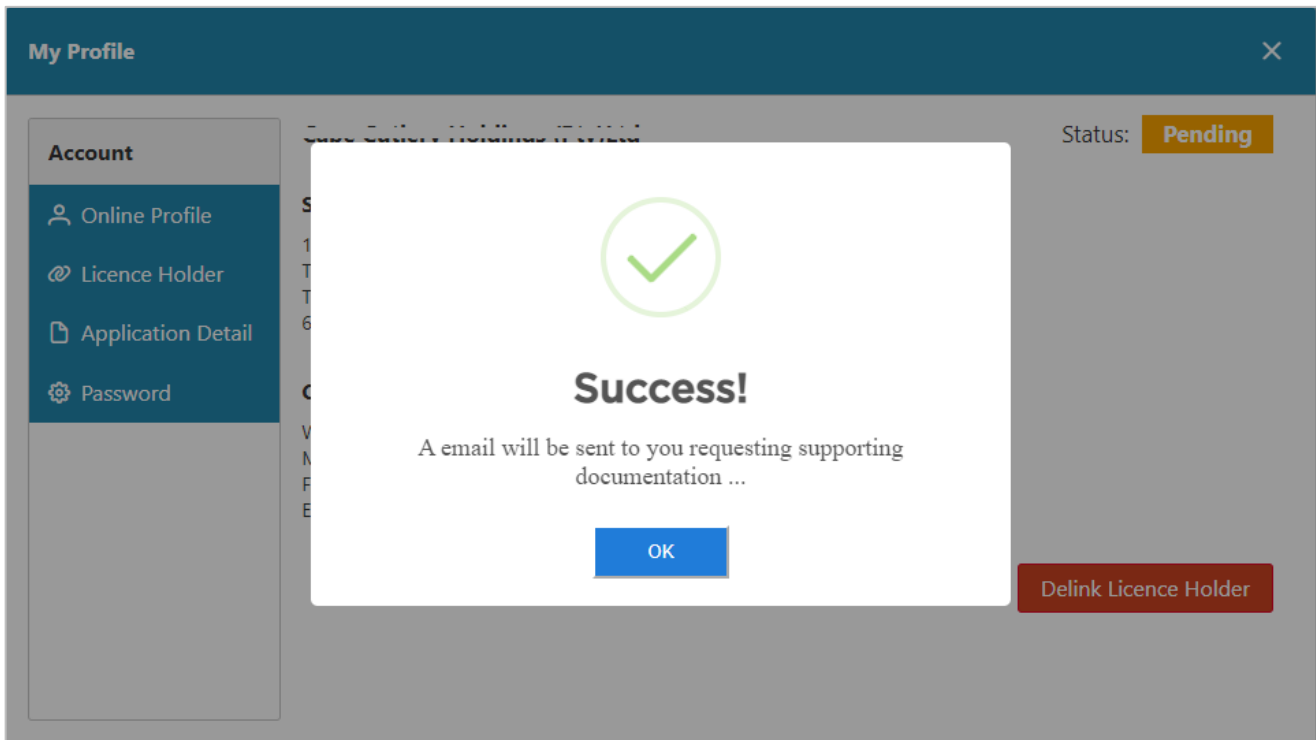
Step 4.2: - Click on [Licence Holder](#)

Step 4.3: - Enter the WCP Number (Licence Number) of the licence holder's licence (if there is more than one licence, you can use any of the WCP Numbers). Once the licence has been found, click on [Link](#) to submit the request for your profile to be linked to the licence holder. All licences held by this licence holder will be linked to your profile.



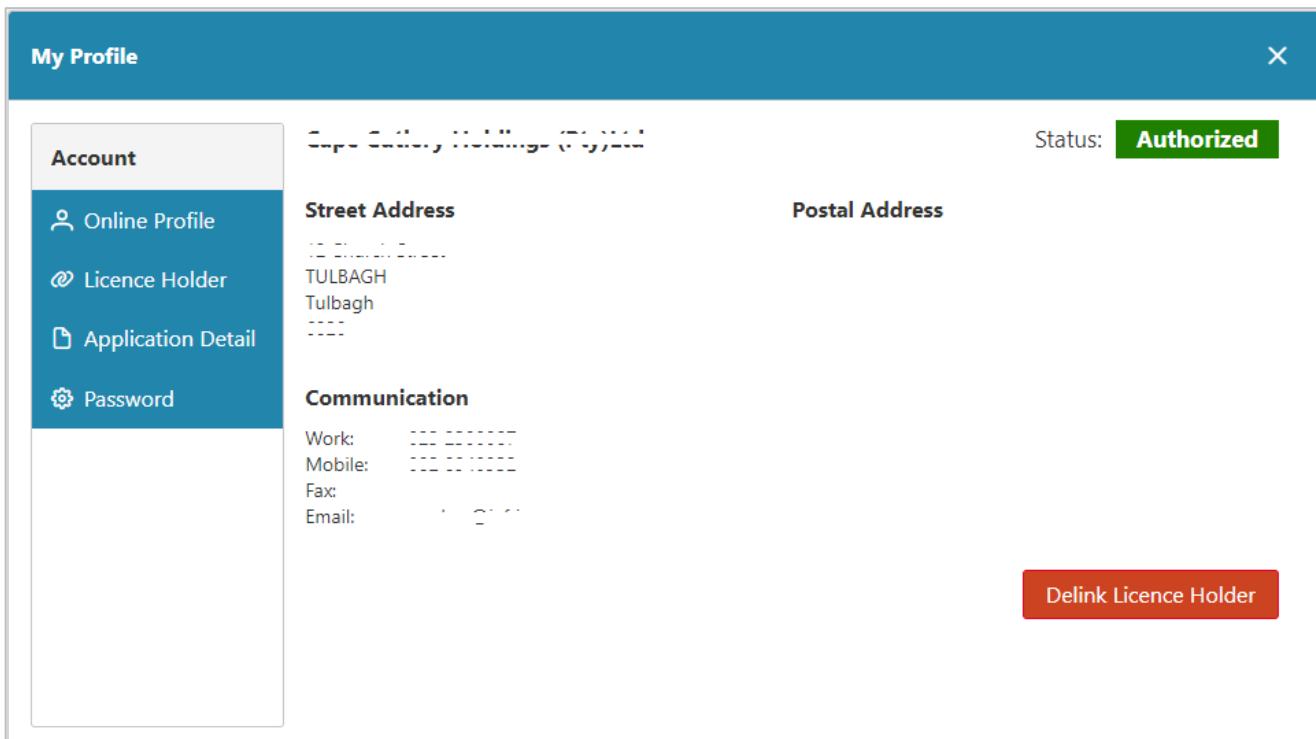
The screenshot shows a web interface titled "My Profile" with a close button (X) in the top right corner. On the left side, there is a vertical menu under the heading "Account" with four items: "Online Profile", "Licence Holder", "Application Detail", and "Password". The "Licence Holder" item is currently selected. The main content area is titled "Link Licence Holder" and contains a form with the label "Licence Number:" followed by a text input field containing "WCP/". To the right of the input field is a blue "Find" button and an information icon (i).

Step 4.4: - An email will be sent to you requesting supporting documentation to verify the request. Reply to this email with the relevant documentation.



Step 4.4: - The authorisation for this step will be approved by the WCLA manually. As soon as your request has been approved, your licence will be linked to your profile. Authorisation can take up to two working days. Once authorised, you will receive an email confirming the linking to your profile.

- On the My Profile tab, the status of your linking request will be displayed:

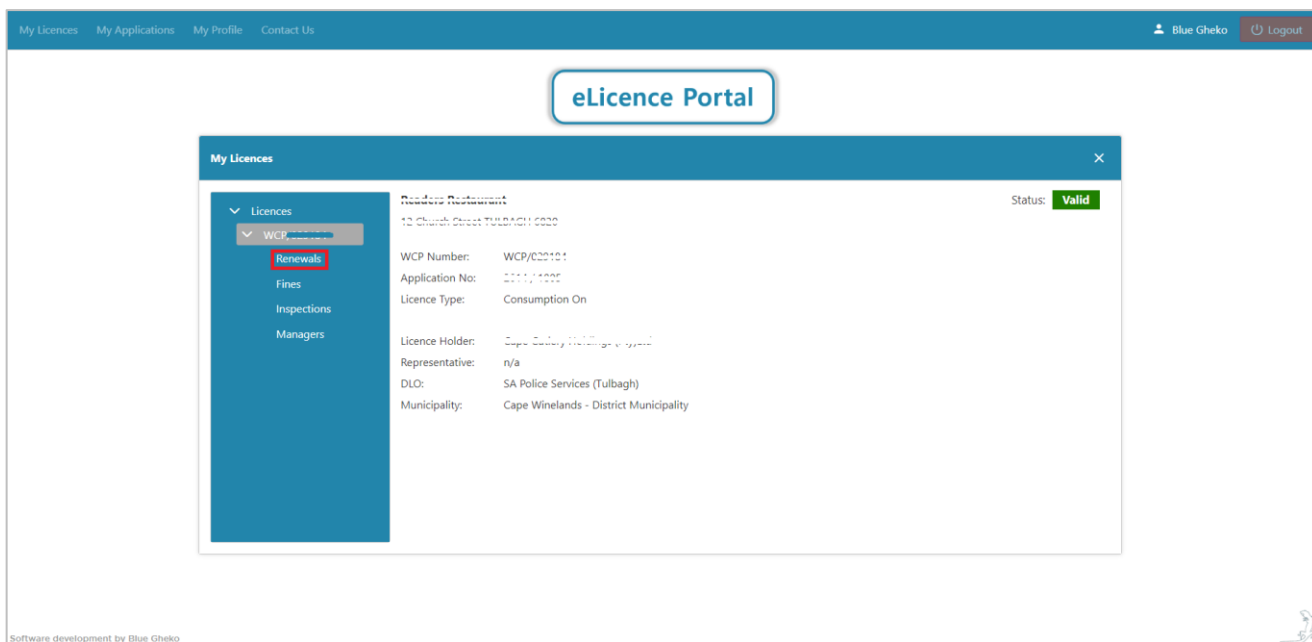


Step 5: View a Renewal Notice

- Step 5.1: - Click on the My Licences menu, which will open a box with your licence(s) listed:



- Step 5.2: - Click on Renewals, which will open a list of renewals for each year. Click on View next to the year of the renewal notice you would like to view. The latest one will be at the top of the list. This will bring up the renewal notice. The fees will also be listed in the Fee Outstanding column.



| Year | Description | Issue Date | Notice | Fee Outstanding | Confirmation |
|------|---|-------------|----------------------|-------------------------------|--------------|
| 2023 | Section 63 - Automatic Renewal Application (Annual) | 01 Oct 2022 | View | Pay R5,372.00 | - |
| 2022 | Section 63 - Automatic Renewal Application (Annual) | 25 Oct 2021 | View | 0.00 | - |
| 2021 | Section 63 - Automatic Renewal Application (Annual) | 30 Oct 2020 | View | 0.00 | - |
| 2020 | Section 63 - Automatic Renewal Application (Annual) | 27 Oct 2019 | View | 0.00 | - |
| 2019 | Section 63 - Automatic Renewal Application (Annual) | 01 Oct 2018 | View | 0.00 | - |
| 2018 | Section 63 - Automatic Renewal Application (Annual) | 01 Oct 2017 | - | 0.00 | - |
| 2017 | Section 63 - Automatic Renewal Application (Annual) | 01 Oct 2016 | - | 0.00 | - |
| 2016 | Section 63 - Automatic Renewal Application (Annual) | 01 Oct 2015 | - | 0.00 | - |
| 2015 | Section 63 - Automatic Renewal Application (Annual) | 22 Oct 2014 | - | 0.00 | - |

- The renewal notice can be downloaded, saved and/or printed if required. Annexure A lists the payment options. Annexure B must be completed and sent back to the WCLA if any of the information is incorrect or if you need to update your details.

Western Cape Liquor Authority

FORM 21A
 BIENNIAL LICENCE RENEWAL NOTICE
 FEES PAYABLE IN RESPECT OF A LIQUOR LICENCE FOR:
 THE TWO YEARS 2023 AND 2024
 (REG. 30(1))

LIQUOR AUTHORITY REFERENCE NUMBER: WCP/030002

Name of licensee: [Redacted] Three Street, LANGBAAN, 7537
 Address of the licensed premises: [Redacted]

(If the residential or postal address has changed, please also supply the new address to the following e-mail address: liquor.enquiries@wcla.gov.za)

Category of licence: Consumption On

You are hereby notified that the total renewal fees payable to the Western Cape Liquor Authority are:
 Biennial: R, payable on or before 31 December 2022

Please Note:
 1. Payment must be made by direct deposit into the following bank account of the Authority:
 Bank: Nedbank
 Account holder: Western Cape Liquor Authority
 Account number: 145 206 9883
 Branch code: 198 765
 Please use your licence number (WCP/030002) as the reference on the deposit slip.

Kindly email proof of payment to finance@wcla.gov.za

2. A licence lapses on 1 January of the year in respect of which the applicable renewal fee is not paid on or before 31 December of the preceding year. See section 432D(9).

3. A licence that has lapsed in this way becomes valid again only if the applicable renewal fee is paid along with a penalty of 20% on or before 31 January, or with a penalty of 100% on or before the last day of February of the year in respect of which the renewal fee had to be paid. See section 433(3)(i) and (j).

4. A licensee who has failed to pay the prescribed renewal fee on or before the last day of February of the year in respect of which the renewal fee had to be paid may, on or before 31 March of that year, apply in writing (on Form 21C) to the Chief Executive Officer for consideration of such failure, and the Chief Executive Officer may condone the failure and allow the late payment of the prescribed fee by a date to be determined by the Authority, subject to the payment of the renewal fee plus a penalty of 150%. See section 434E.

ANNEXURE - A

EASY PAYMENT OPTIONS AVAILABLE

Pay in Store Pay Online Scan to Pay

[Click here to pay](#)

Payment can also be made by direct deposit into the following bank account of the Authority using your Licence Number as per payment reference:

Bank Details:
 Account Holder: Western Cape Liquor Authority
 Bank: Nedbank
 Account Number: 145 206 9883
 Branch: Cape Town
 Branch Code: 198 765
 Payment Reference: WCP/030002
 Amount Payable: R 5,372

For your convenience, you can now pay your account at any of the retail stores below with your 2D digit Pay@ number: 1176200000664940000

ACKERMANNS SPAR LEBERS CHECKERS W@FISH
 SONTJE KALANS makro MINO PEP Click2Pay
 SHOPSITE MEXXO L@W

Mobile and Banking Footprint - tender types that can be processed by scanning the QR Code above:

masterpass SnapScan zipper VISA

ANNEXURE - B

PLEASE CORRECT IN THE PROVIDED BOX ON THE RIGHT HAND SIDE, AND RETURN THIS FORM BY EMAIL: liquor.enquiries@wcla.gov.za

PLEASE CORRECT IN THESE AREAS

| On record | License holder | New details |
|----------------------|---------------------------------|-------------|
| Full Name: | [Redacted] | |
| Mobile No.: | [Redacted] | |
| Email Address: | [Redacted] | |
| Postal Address: | [Redacted] Bellville 7530 | |
| Identity Number: | [Redacted] | |
| Registration Number: | [Redacted] | |

Note that in order to register for the new WCLA e-Licence Portal, we will require your mobile number and email address as per this Annexure

| On record | License details | New details |
|--------------------|---|-------------|
| License Type: | Consumption On | |
| Trading At: | Stage | |
| Licensed Premises: | Langbaan Waterfront LANGBAAN 7537 | |

| On record | License representative | New details |
|----------------------|---|-------------|
| Full Name: | [Redacted] | |
| Mobile No.: | [Redacted] | |
| Email Address: | [Redacted] | |
| Postal Address: | Langbaan Waterfront LANGBAAN 7530 | |
| Identity Number: | [Redacted] | |
| Registration Number: | [Redacted] | |

Please Note:
 A licensee who intends to subscribe to a biennial renewal cycle, must lodge with the Authority a notice in the form of Form 21B by no later than 30 November 2022.

Signature of License Holder / Representative
 Date: _____

For Office Use
 2006/1129

Step 6: Pay Renewal Fees

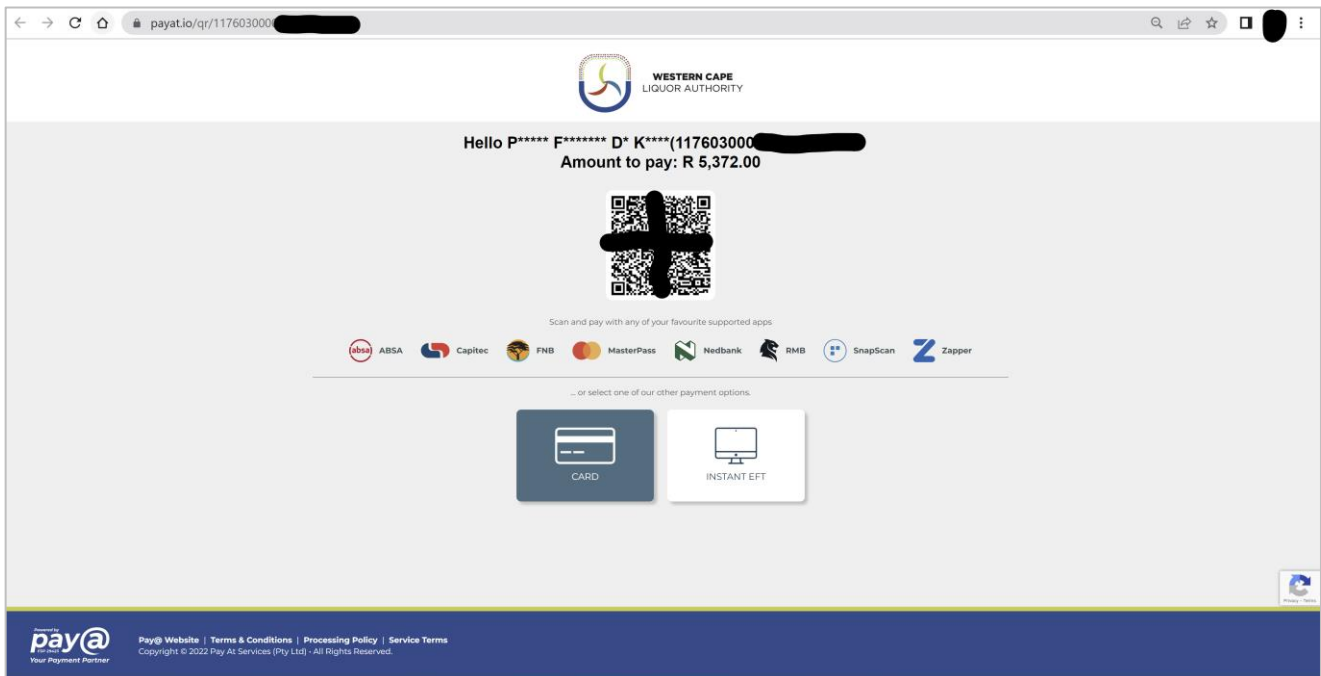
- Click on the [Pay R...](#) button displaying the fee amount in the Fee Outstanding column. This will direct you to the Pay@ payment gateway where your account number and the payment amount will be pre-populated.
- Payments can take up to 24 hours to be authorised and reflect on your eLicence profile.

My Licences

Renewals

| Year | Description | Issue Date | Notice | Fee Outstanding | Confirmation |
|------|---|-------------|----------------------|-------------------------------|--------------|
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- Please see the available Payment Partners and Solutions listed below:



Step 7: Download Confirmation of Renewal

- In the Confirmation column, click the link to download a Confirmation of Renewal document.
- Payments can take up to 24 hours to be authorised and reflect on your eLicence profile.
- If a payment does not reflect within the given timeframe, please contact us via the Contact Us tab.

If you have any queries, please contact 021 204 9805 or eLicence@wcla.gov.za. Technical support is only available during office hours, Monday to Friday between 08h00 and 16h00.