WESTERN CAPE
LIQUOR AUTHORITY

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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.

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Step 1: Access the eLicence Portal

- The eLicence Portal is accessible via www.wcla.gov.za. Look out for the **eLicence Login** button:
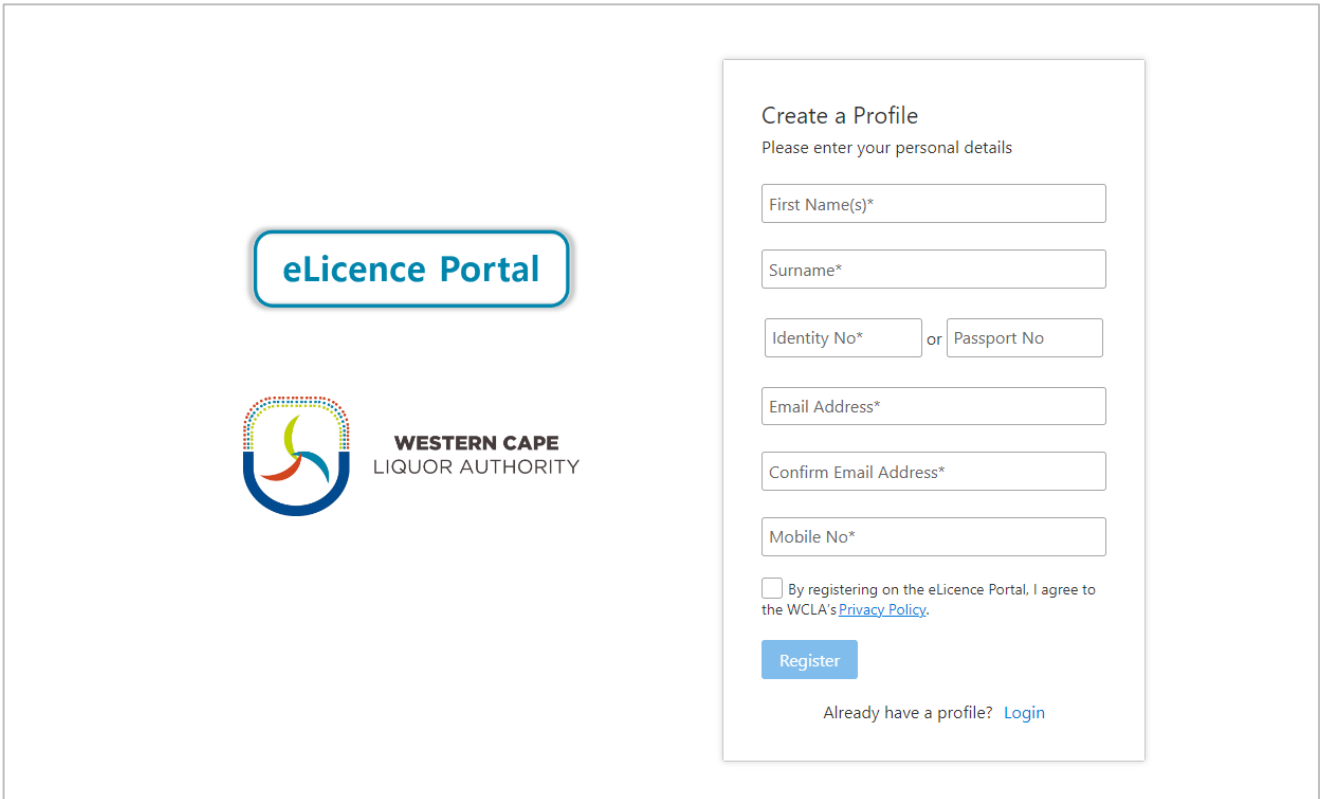
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SOFTWARE DEVELOPMENT
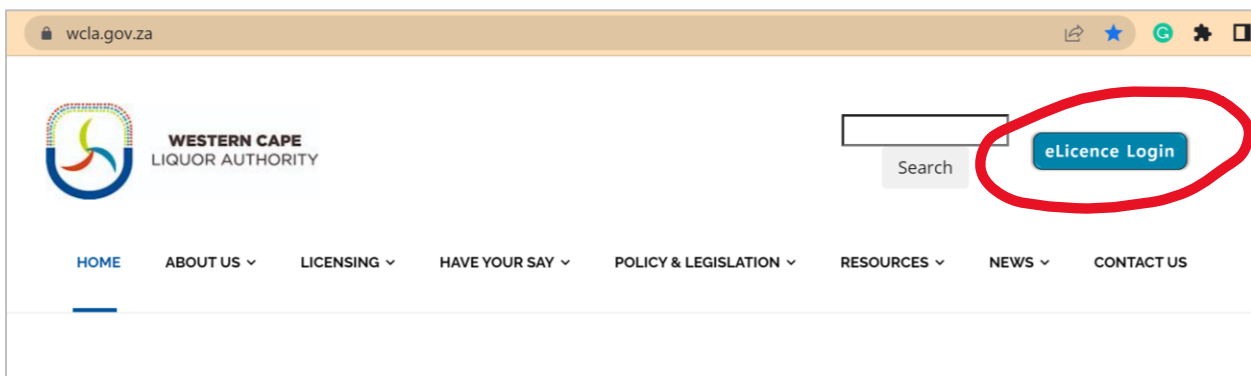
- Once eLicence Login is clicked, the eLicence Portal landing page will load:
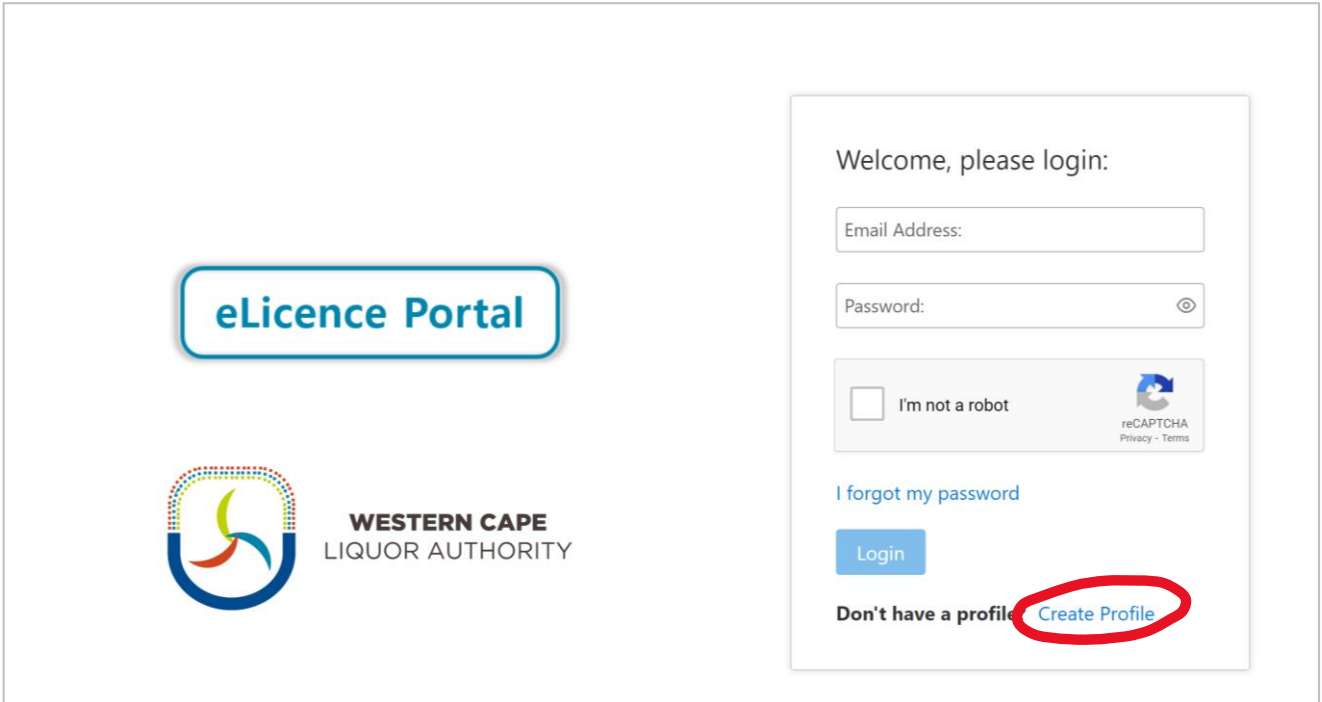
Step 2: Create a Profile

- 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.

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Step 3: Verify the profile

- Once you have logged in, click <u>My Profile</u> 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.
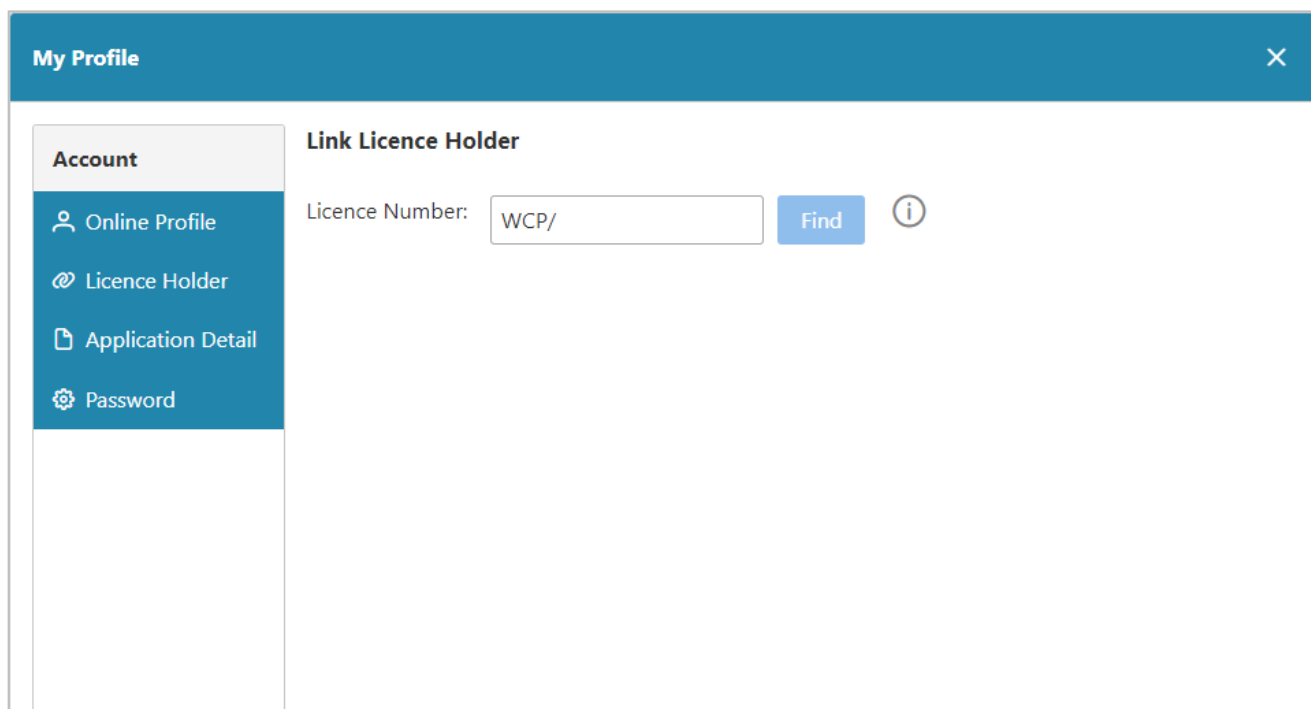
Step 4: Link a Licence (ignore this step if you are the Licence Holder)

- 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 <u>My Profile</u> menu option

  Step 4.2: - Click on <u>Licence Holder</u>

  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 <u>Link</u> 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.

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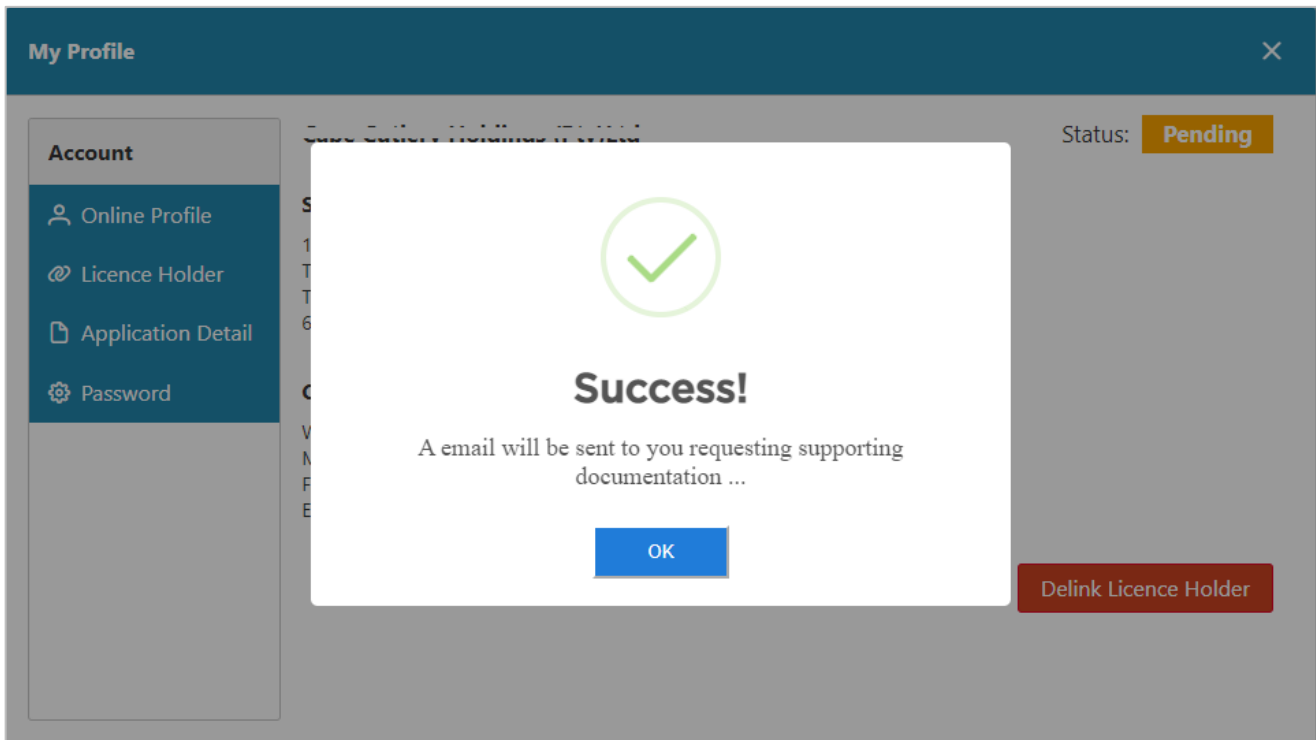
Step 4.4: - The authorisation for this step will be approved by the WCLA manually. As soon as your request has been approved, your licence will be linked to your profile. Authorisation can take up to two working days. Once authorised, you will receive an email confirming the linking to your profile.

- On the My Profile tab, the status of your linking request will be displayed:
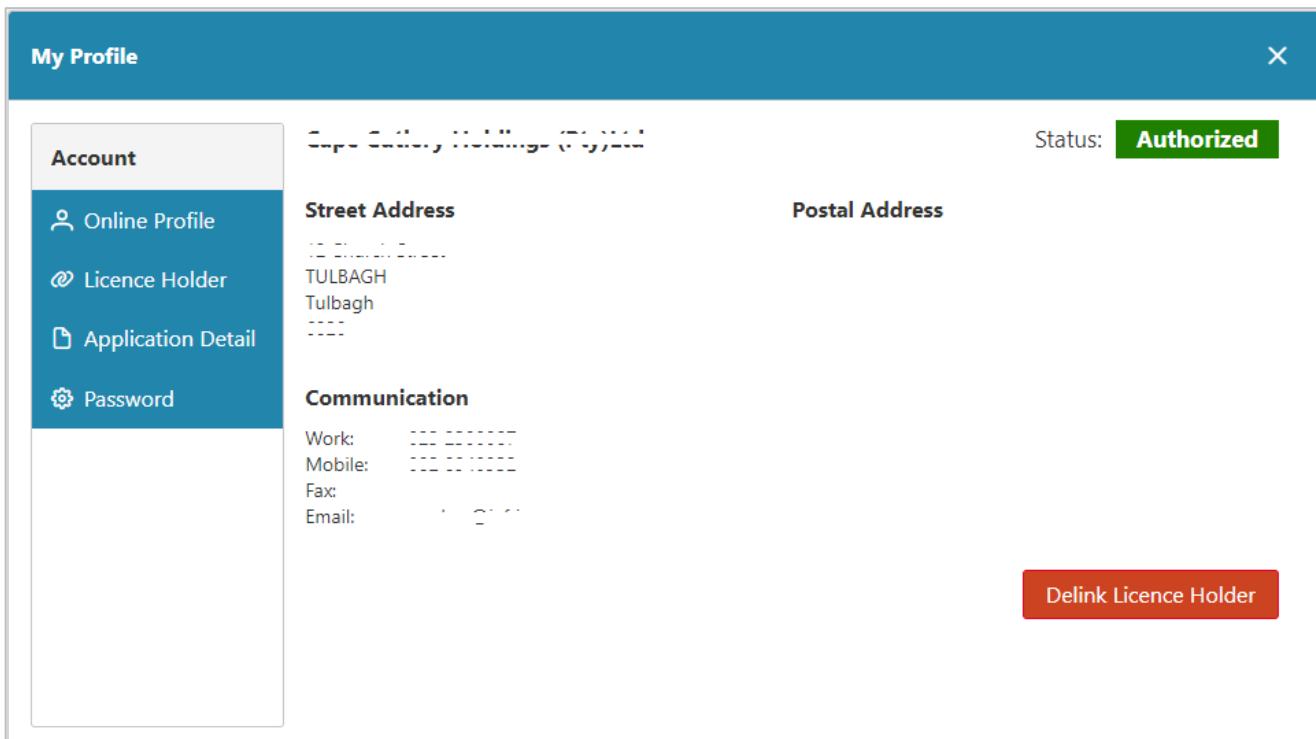
Step 5: View a Renewal Notice

- 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.

- 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.
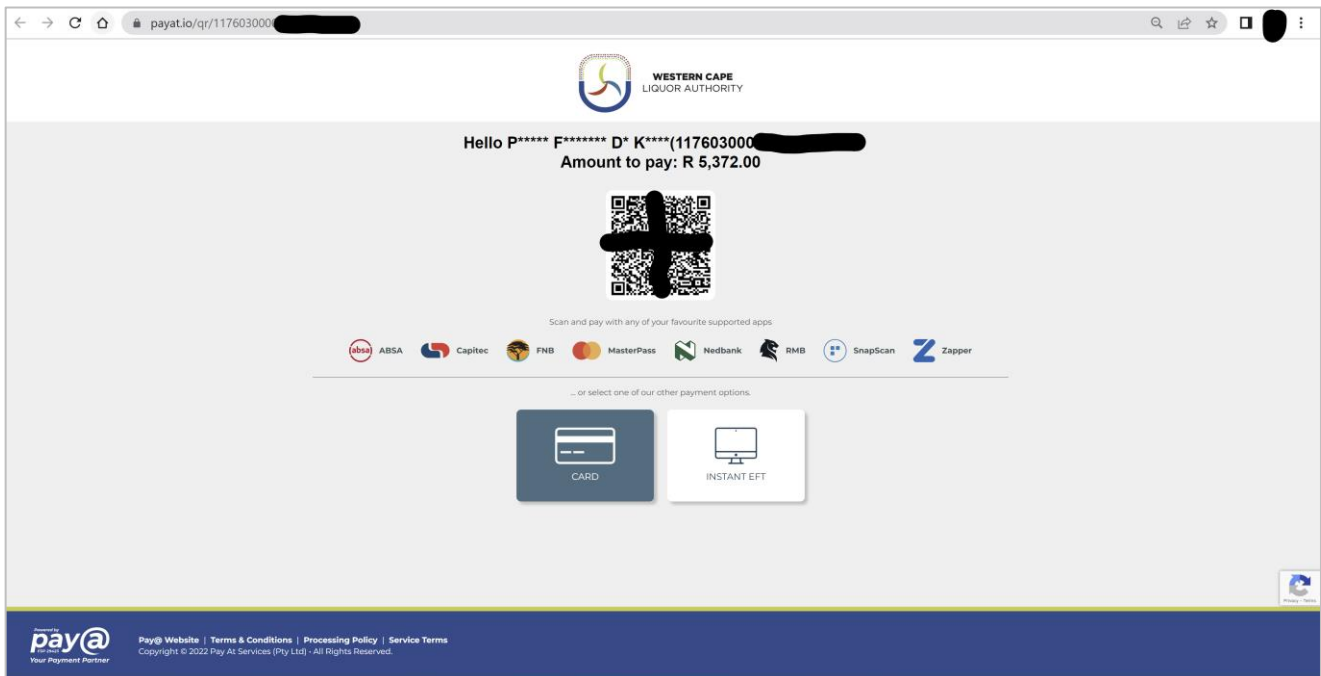

Step 6: Pay Renewal Fees

- Click on the **Pay R...** button displaying the fee amount in the <u>Fee Outstanding</u> 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.

- 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.

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