



eLicence Portal

Step-by-step Guide for Lodging Applications on eLicence Portal

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**, **download a Confirmation of Renewal** and **lodge new applications**.

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. **This Step-by-Step Guide is for lodgement of applications online using the eLicence Portal.**

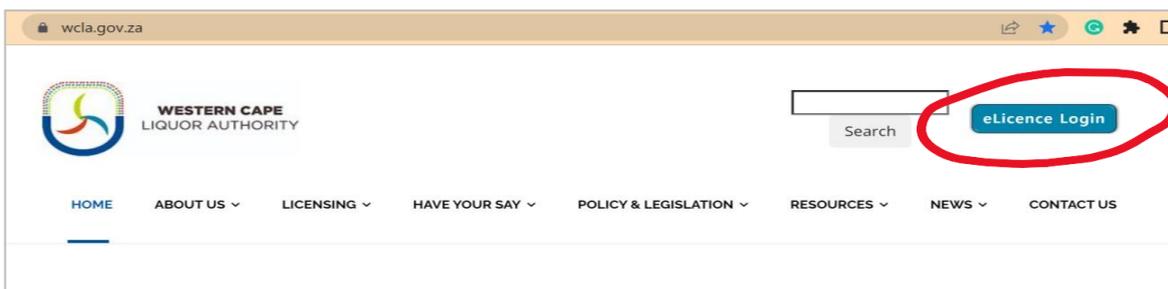
Kindly note:

- 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 and that is if you are a current licence holder.
- 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.

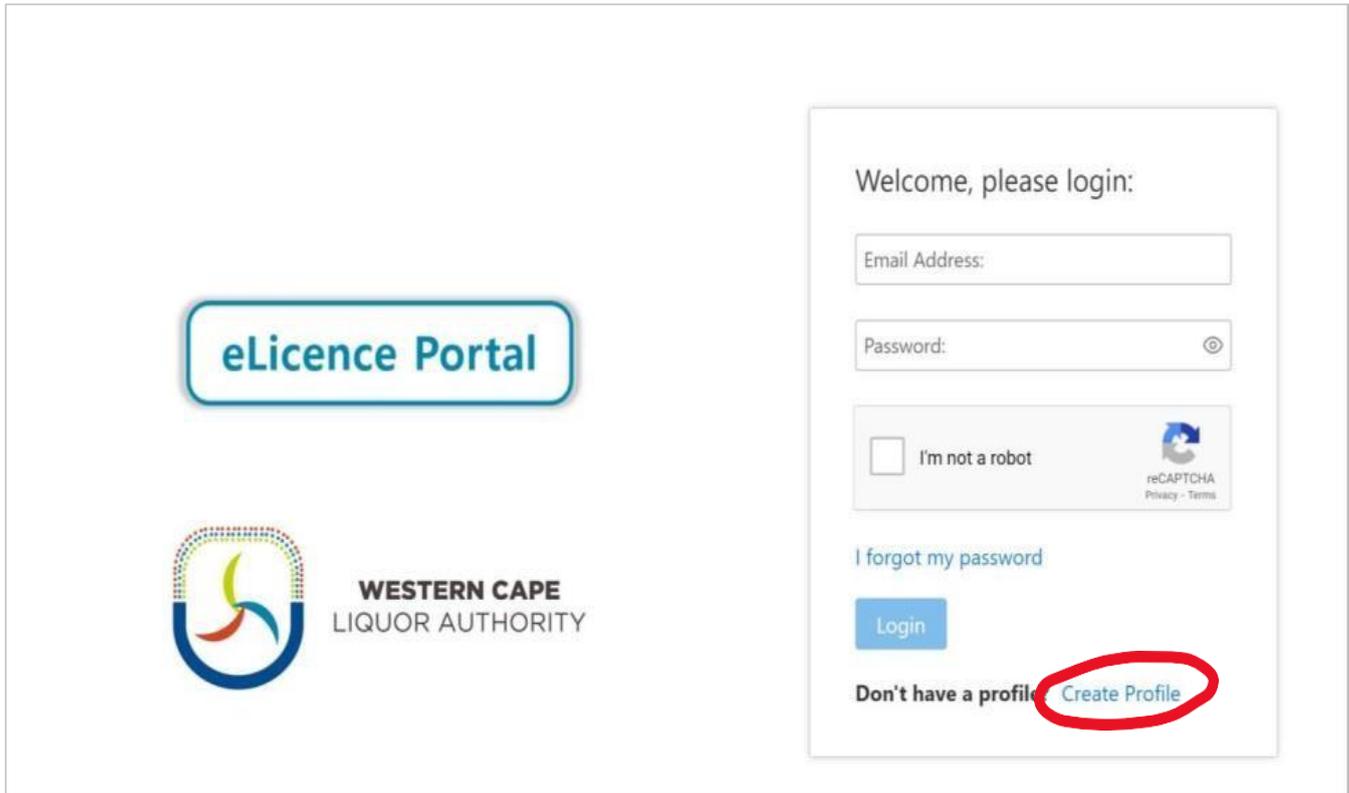
If you have any queries, please contact 021 204 9805 or eLicence@wcla.gov.za. Technical support is only available during office hours, Monday to Friday between 08h00 and 16h00.

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.

The screenshot shows the 'Create a Profile' registration form. The form is titled 'Create a Profile' and asks for personal details. The fields are: 'First Name(s)*', 'Surname*', 'Identity No*' or 'Passport No', 'Email Address*', 'Confirm Email Address*', and 'Mobile No*'. There is a checkbox for agreeing to the WCLA's Privacy Policy and a 'Register' button. Below the 'Register' button, there is a link for 'Already have a profile? Login'.

- 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.

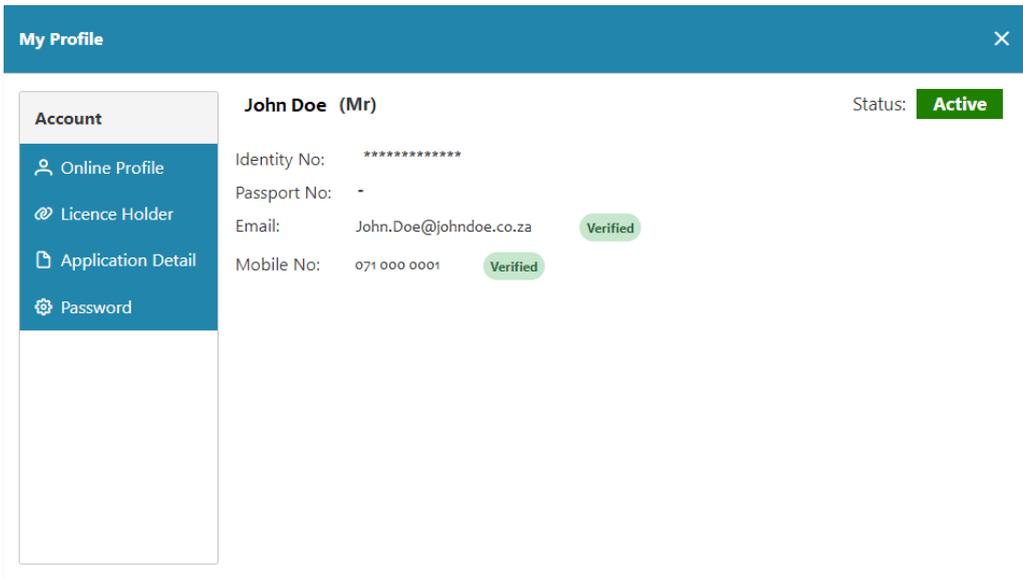
- The form (and supporting documents) must be emailed to eLicence@wcla.gov.za for authorization.

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 take 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: Lodging of online applications

- As soon as your profile has been verified and looks like the screenshot below.

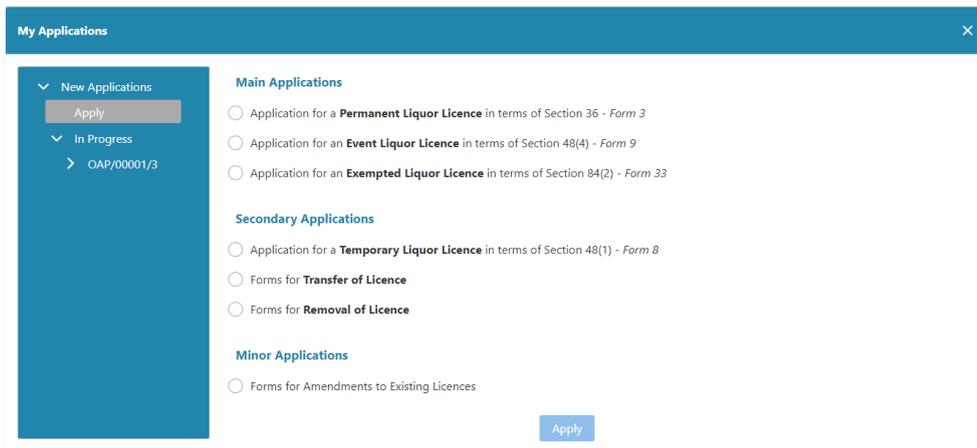


- You then click on the 'My Applications Menu', followed by the drop-down option 'New'



(On the portal there are few applications available. Please, select your preferred application)

- Select your application by clicking on 'Apply' and complete the relevant application form.



(Please Note: Important information for each application type)

For Temporary Licence & Transfer Applications

- To complete the (Temporary Licence or Transfer Application) you are required to link the existing licence to the user profile. Under the 'My Profile' tab click the 'Licence Holder' dropdown and request to Link Licence Holder.
- Once the request to link the licence to the user profile has been actioned, submit the supporting documentation to complete the authorisations process. The Pending Authorisation request will be processed by our Administration Unit.

The following documents should be submitted:

If the licence holder is a **natural person** –

1. ID copy of the person who created the user profile (authorised person or licence holder)
2. Power of Attorney (signed by the licence holder giving you authority to act as a proxy on behalf of the licensee) **See attached Power of Attorney to be completed.**

If the licence holder is a **company/club/association** –

1. Company/Organisation Registration Document OR Constitution Document
2. ID copy of the person who created the user profile (authorised person for the company)
3. Resolution (signed by the licence holder giving you authority to act as a proxy on behalf of the licensee) **See attached Resolution Template to be completed.**

For Section 36: New (Permanent) Liquor Licence Application

- New liquor licence applications are lodged on the last Friday of each month.
- If certain information/documents are not submitted with the application, lodgement may stand over to the following month.
- The application should thus include all annexures upon lodgement.
- After online completion, four (4) copies of the application must be printed and signed (with all annexures attached). These copies must be stamped by the Designated Liquor Officer (DLO),

after which two (2) copies is left with the DLO, one (1) copy must be uploaded online and the last copy is kept by the applicant. The Designated Liquor Officer (DLO) will lodge a copy of the application with the relevant Municipality.

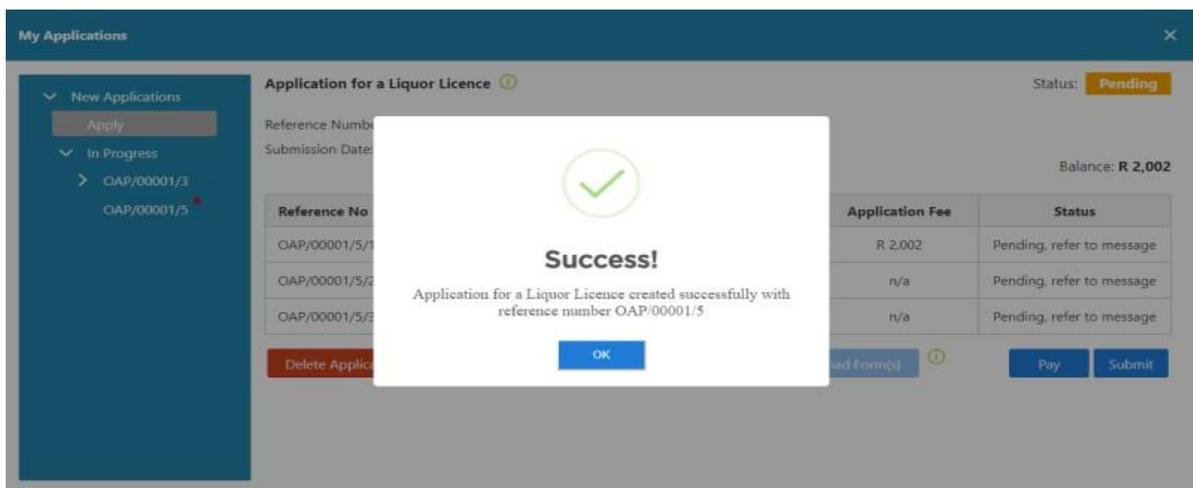
For Section 48: Event & Temporary Licence Applications

- Event and temporary licence applications must be lodged at least 39 days prior to the start of the first day of the event or the first day of the licence being required. The 39 days excludes date of lodgement and the first day of the event date.
- Late submission will result in penalties occurring for each day the application is submitted late.
- The application must be submitted timeously and must include all annexures upon lodgement.
- After online completion, four (4) copies of the application must be printed and signed (with all annexures attached). These copies must be stamped by the Designated Liquor Officer (DLO), after which one copy is left with the DLO, one copy is lodged with the Municipality, one copy must be uploaded online and the last copy is kept by the applicant.

For Section 65: Transfer Applications

- The transfer of the licence from one licence holder to another in terms of section 65(1) must be lodged before the lodgement of the section 65(3) application which allows the proposed licensee to conduct the licensed business pending the transfer of the licence (for a maximum period of 6 months).
- The application should include all annexures upon lodgement.
- After online completion, three (3) copies of the application must be printed and signed (with all annexures attached). These copies must be stamped by the Designated Liquor Officer (DLO), after which one (1) copy is left with the DLO, one (1) copy must be uploaded online and the last copy is kept by the applicant.

Once you have selected your preferred application, please proceed to complete it by filling in the required information.



- Depending on the information added to your profile, some of the fields will auto populate with your information, please ensure that your information is correct. Any incorrect information might lead to your application being refused.

Form 3 - Application for a Licence in Terms of Section 36

Index 1. Details of Applicant 2. Qualification of Applicant 3. Financial Interest 4. Application Details 5. Additional Applicant Details 6. Other Licence

FORM 3
APPLICATION FOR A LICENCE IN TERMS OF SECTION 36
[Reg. 9(3)]
ORIGINAL MUST BE LODGED WITH AUTHORITY AND TWO COPIES WITH DESIGNATED LIQUOR OFFICER.
INDEX

Description of documents to be attached		Files
Application Form	+ Upload	
Comprehensive floor plan of the proposed licensed premises	+ Upload	
Site plan	+ Upload	
Aerial view map	+ Upload	
Description of the premises	+ Upload	
Indexed colour photographs	+ Upload	
Written representations in support of the application	+ Upload	
Affidavit by the applicant that he or she is not disqualified in terms of section 35 from holding a liquor licence	+ Upload	
Proof of notice in terms of section 37(2)	+ Upload	
Proof of right to occupy the proposed licensed premises	+ Upload	

Validate 1 Save Cancel

- If all the required information is filled in and you have Validated your application and then saved it, please click on Submit. The status at the top right will reflect as Submitted.

Step 5: Making payments online.

- The only thing left to do is to Pay for your new application.
- Click on the **Pay** button displaying the fee amount in the Fee Outstanding column. This will direct you to Pay@ payment gateway where your account and the payment amount will be pre-populated.

My Applications

Application for a Liquor Licence 1 Status: **Submitted**

Reference Number: OAP/00001/3
Submission Date: 26 Jan 2023
Balance: R 2,002

Reference No	Application Form	Completed	Message	Action	Application Fee	Status
OAP/00001/3/1	Form 3	26 Jan 2023		Edit	R 2,002	Submitted
OAP/00001/3/2	Form 3A	26 Jan 2023		Edit	n/a	Submitted
OAP/00001/3/3	Form 3B	26 Jan 2023		Edit	n/a	Submitted

Delete Application Download Form(s) 1 **Pay** Submit

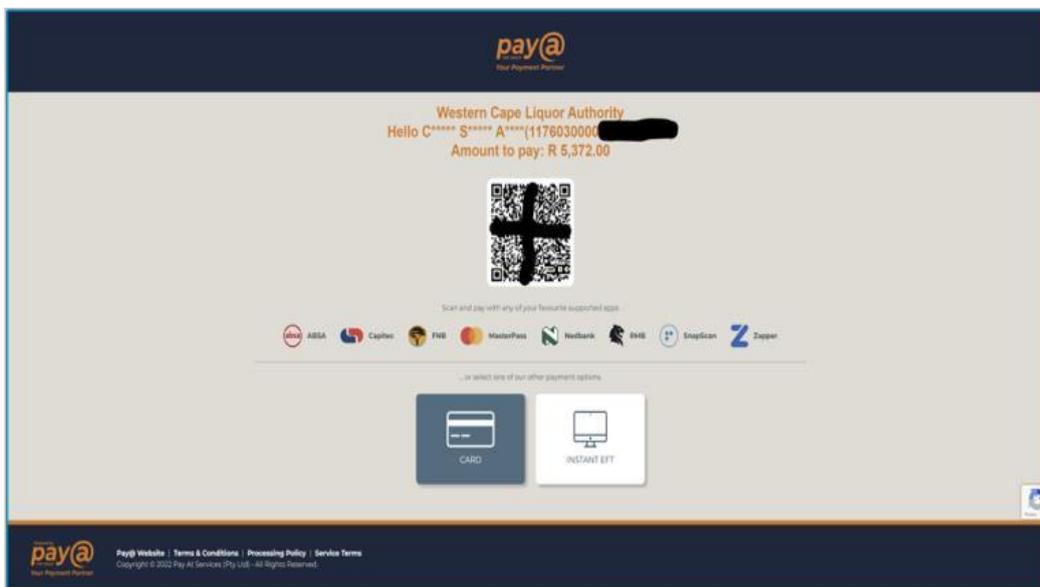
Application Transactions ✕

Balance: **R 2,002**

Date	Transaction Type	Reference	Amount
26 Jan 2023	Fee	Form 3 : Application Fee	R 2,002
26 Jan 2023	Fee	Form 3A : Application Fee	n/a
26 Jan 2023	Fee	Form 3B : Application Fee	n/a

Pay R 2,002
Close

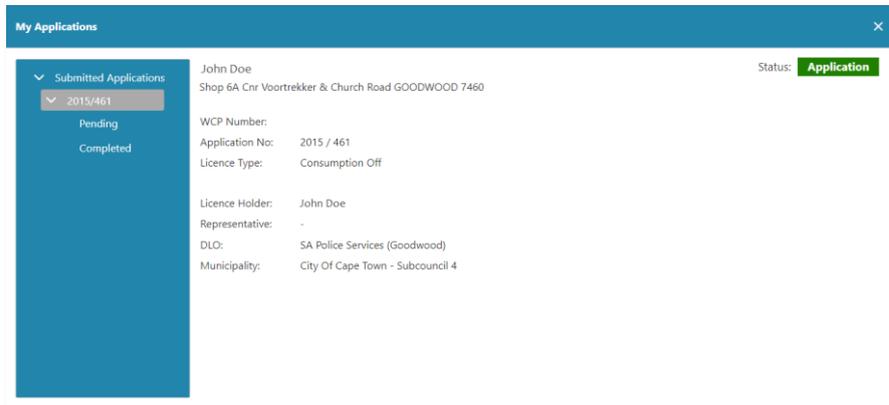
- You will be directed to the Pay@ payment gateway with a number of options to pay.



- If your application has been submitted and payment made, please click on My Applications followed by Submitted.



- The Status should reflect as Submitted highlighted in Green. The information listed should reflect that of the information you have filled in on the application form.



- Payments can take up to 24 hours to be authorised and reflect on your eLicence profile.

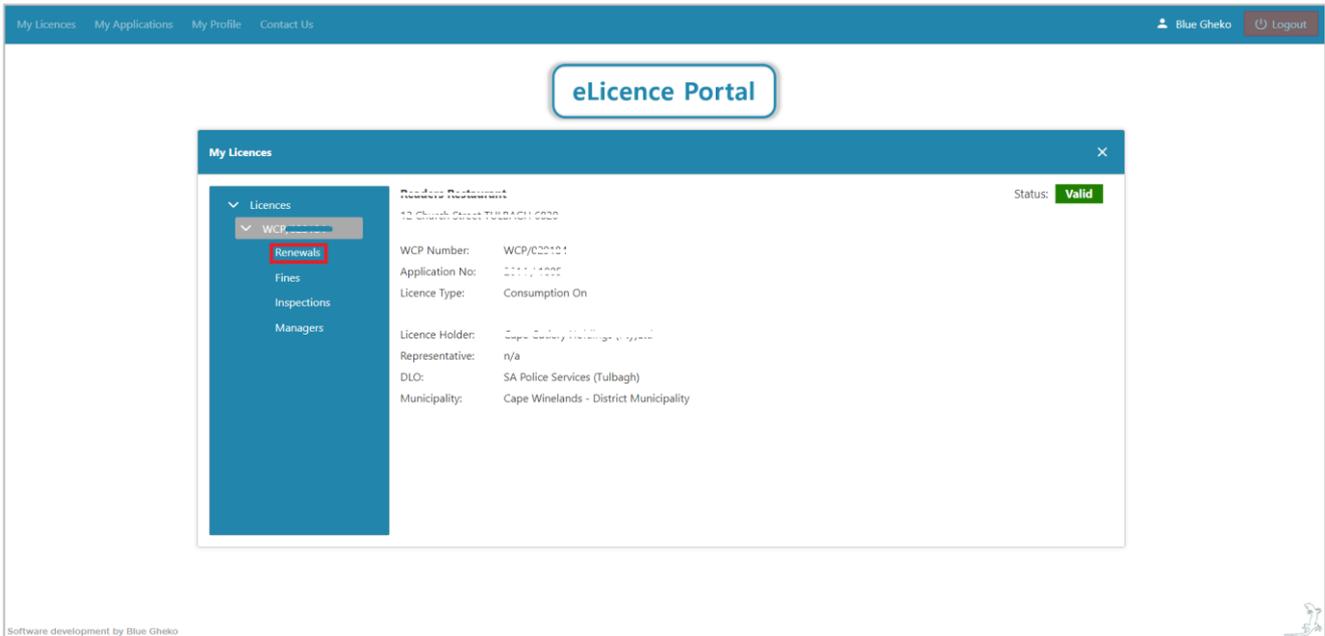
If you have any queries, please contact 021 204 9805 or eLicence@wcla.gov.za. Technical support is only available during office hours, Monday to Friday between 08h00 and 16h00.

HOW TO VIEW A RENEWAL NOTICE

- Step 1: Click on the My Licences** menu, which will open a box with your licence(s) listed:



- Step 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.



My Licences

Needers Restaurant

Renewals

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	-

- **Step 3: 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]
Address of the licensed premises: [REDACTED] Free Street, LANGEBAAK, 7537

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

Category of licence: Consumption On

You are hereby notified that the total renewal fees payable to the Western Cape Liquor Authority are:

Service: R 5, 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@wca.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 4(2)(b).

3. A licence that has lapsed in this way becomes void again only if the applicable renewal fee is paid along with a penalty of 50% 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 4(2)(a)(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 (in 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 100%. See section 4(3).



Physical: 3rd Floor | Sunbel Building | 3 Old Plant Road | Bellville | 7530
Postal: Private Bag 765 | Langenhoven | Bellville | 7532
Email: liquor.enquiries@wca.gov.za
Tel: +27 (0) 21 924 9700 | www.wca.gov.za

ANNEXURE - A

EASY PAYMENT OPTIONS AVAILABLE

Pay in Store Pay Online Scan to Pay

1176030000066490000 Click here to pay Mobile or Banking

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 of any of the retail stores below with your 2D digit Pay@ number: 1176030000066490000

ACKERMANS ALDI CHECKERS SPAR M&P M&P CHECKERS SPAR M&P

SPAR SPAR SPAR SPAR SPAR SPAR SPAR SPAR SPAR SPAR

SHOPIRITE SPAR SPAR SPAR SPAR SPAR SPAR SPAR SPAR SPAR

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

metropass SnapScan zipper RMB SnapScan Zapper

SPAR SPAR SPAR SPAR SPAR SPAR SPAR SPAR SPAR SPAR

CAPITEC SPAR SPAR SPAR SPAR SPAR SPAR SPAR SPAR SPAR



Licence number: WCP/030002
LMAIS number: 2006/1129
Representative:

ANNEXURE - B

PLEASE CORRECT IN THE PROVIDED BOX ON THE RIGHT HAND SIDE, AND RETURN THIS FORM BY EMAIL: LIQUOR.ENQUIRES@WCA.GOV.ZA
PLEASE COMPLETE IN BLOCK LETTERS

	On record	Licence holder	New details
Full Name:	[REDACTED]	[REDACTED]	[REDACTED]
Mobile No:	[REDACTED]	[REDACTED]	[REDACTED]
Email Address:	[REDACTED]	[REDACTED]	[REDACTED]
Postal Address:	[REDACTED]	[REDACTED]	[REDACTED]
Identify Number:	[REDACTED]	[REDACTED]	[REDACTED]
Registration Number:	[REDACTED]	[REDACTED]	[REDACTED]

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

	On record	Licence details	New details
Licence Type:	Consumption On	[REDACTED]	[REDACTED]
Loading At:	Flag	[REDACTED]	[REDACTED]
Licensed Premises:	Langenhoven Waterfront	[REDACTED]	[REDACTED]
	LANGEBAAK	[REDACTED]	[REDACTED]
	7537	[REDACTED]	[REDACTED]

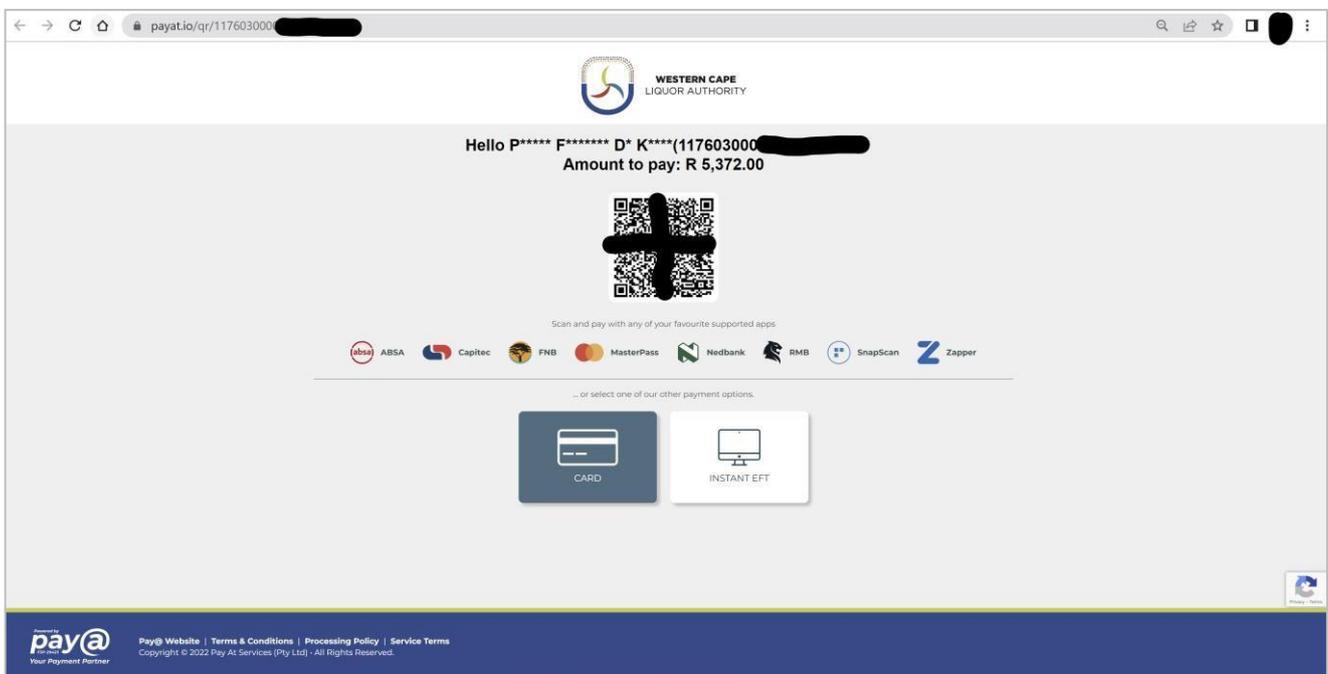
	On record	Licence representative	New details
Full Name:	[REDACTED]	[REDACTED]	[REDACTED]
Mobile No:	[REDACTED]	[REDACTED]	[REDACTED]
Email Address:	[REDACTED]	[REDACTED]	[REDACTED]
Postal Address:	[REDACTED]	[REDACTED]	[REDACTED]
Identify Number:	[REDACTED]	[REDACTED]	[REDACTED]
Registration Number:	[REDACTED]	[REDACTED]	[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 Licence Holder / Representative
Date: _____

For Office Use
2006/1129

- **Step 4: To pay for 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.
- Please see the available Payment Partners and Solutions listed below:



payat.io/qr/1176030000 [REDACTED]

WESTERN CAPE LIQUOR AUTHORITY

Hello P***** F***** D* K****(1176030000 [REDACTED])
Amount to pay: R 5,372.00

Scan and pay with any of your favourite supported apps

ABSA Capitec FNB MasterPass Nedbank RMB SnapScan Zapper

... or select one of our other payment options.

CARD INSTANT EFT

Powered by **pay@** Your Payment Partner
Pay@ Website | Terms & Conditions | Processing Policy | Service Terms
Copyright © 2022 Pay At Services (Pty Ltd) - All Rights Reserved.

- **Step 5: To download the Confirmation of Renewal document** click the link in the Confirmation column.
- 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

Summary of the online application process

- Step 1:** Complete your online application (you may save your work captured for later editing).
- Step 2:** Upload all annexures to the application (without the annexures, the application is deemed incomplete).
- Step 3:** Print the application form, sign application & lodge with the respective Designated Liquor Officer (DLO).
- Step 4:** Upload final copy (signed copy with DLO stamp) to the eLicence Portal.
- Step 5:** Pay the required application fee.
- Step 6:** Submit completed application.

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