

## How to Renew your Car License Online

Renewing your car license is such a time sucking chore; however it must be done. Luckily for us, the City of Cape Town has made it easy to renew your car license online! No more long queues and using your leave days to renew your car license! Yay! 😊

**Updated: 10<sup>th</sup> June 2015**

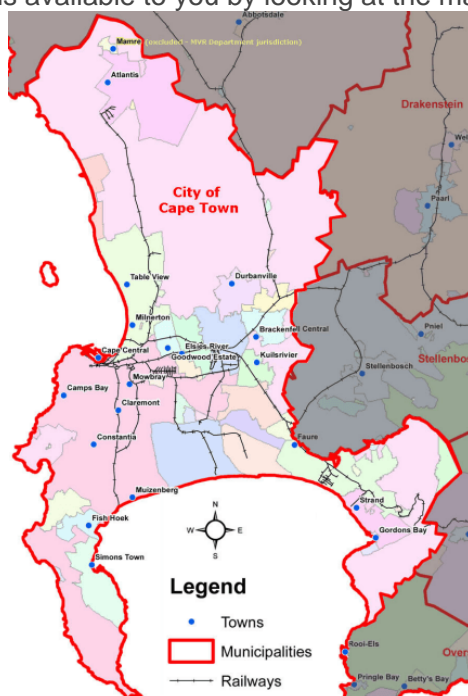
City of Cape Town has changed the car license renewal process quite a bit. It looks like they've changed it for the better as you now have a central login for all the city's e-services. ~~It is also more secure as you will only be able to renew a car license that is registered to your I.D. number.~~ I still think it is secure, but you can renew other car licenses as well.

### What you need to renew your car license online:

1. Computer
2. Internet Connection
3. Digital copy of your I.D. or Passport
4. Your address
5. And a car license that needs renewing, of course!

### Registering City of Cape Town's e-Service and activating the Motor Vehicle Licensing

1. First check if the service is available to you by looking at the map below



2. If it is available, type [eservices.capetown.gov.za](http://eservices.capetown.gov.za) in your browser or click on the URL
3. Click on **Register here**

## e-Services

Username \*

Password \*

Not registered yet?

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](#)

Frequently asked questions? [Find e-Services FAQ here](#)

4. Now you need to fill in your details.
5. **Note:** Your **username** is changed to upper case once you click the **Register** button.



**CITY OF CAPE TOWN**  
**ISIBONGO SAKSOKAPA**  
**STAD KAAPSTAD**

Making progress possible. Together.

### Registration

**Personal information**

\* Title:

\* Name:

\* Surname:

\* Initial:

Resident type:  South African permanent resident  Foreign national

\* ID/Passport number:

**User information**

\* Username:

\* E-mail:

Your e-mail address must be unique to you and should not belong to other people as well. Please ensure you type it in correctly so that we are able to communicate with you successfully.

\* Repeat e-mail:

**Contact details**

Telephone number:

Fax number:

Cellphone:

**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 our data privacy statement below.

The data privacy statement is displayed in a new window. If the display of additional windows is currently suppressed by a pop-up blocker, you must first disable this setting.

Yes, I have read the data privacy statement and accept it.

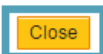
- Once you have filled in all your details, ticked the **data privacy statement** and clicked **Register**, you will be redirected to the **Registration successful** page.

### Registration successful

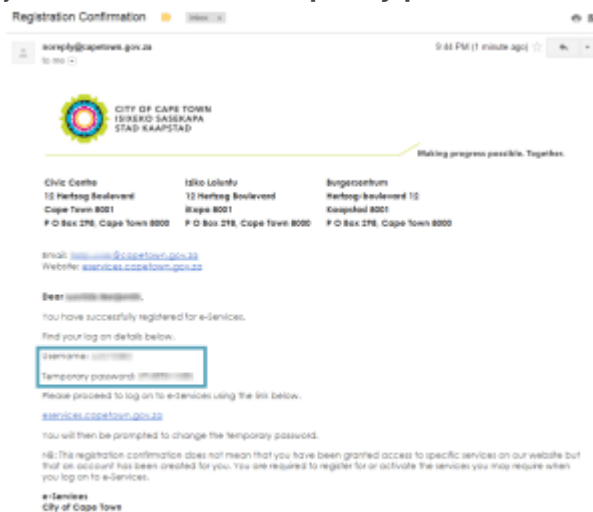
Congratulations!

You have successfully registered for e-Services.

An e-mail providing you with your username and temporary password has been sent to the e-mail address you submitted when you registered. Use both of these to login to e-Services, where you will be required to change the temporary password to a new password of your own choice.



- You can click the **Close** button and open the email from **noreply@capetown.gov.za**.
- Note:** You will need your **username** and **temporary password** from this email.



- Now go back to [eservices.capetown.gov.za](http://eservices.capetown.gov.za), this time filling in your login details and clicking the **Log on** button.

### e-Services

Username \*

Password \*

Not registered yet? [Register here](#)

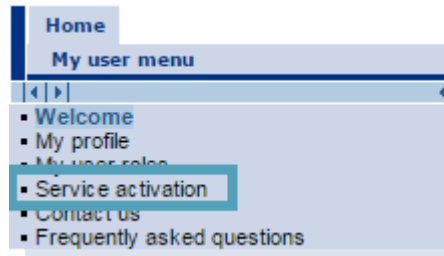
Forgotten your password? [Reset your password here](#)

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

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

Frequently asked questions? [Find e-Services FAQ here](#)

- Now choose a different password. Remember to use your **temporary password** as your **old password**. Once you have clicked the button to change your password you will be redirected to the **Welcome** page.
- Click on the **Service Activation** link on the left menu or in the welcome text.



- Click on the Vehicle licensing **Activate service** button.

Service name	Service description	Status	Status description	
<b>Careers</b>	Search and apply for City vacancies online	◇	Inactive	Activate service
<b>Vehicle licensing</b>	Motor vehicle licence renewal	◇	Inactive	Activate service
<b>Prepaid electricity</b>	Purchase prepaid electricity for one or more meters online	◇	Inactive	Activate service
<b>Conveyancing</b>	Rates clearance service for SOLE PROPRIETORS ONLY	◇	Inactive	Activate service
<b>Supplier self-service</b>	Supplier self-service for SOLE PROPRIETORS ONLY	◇	Inactive	Activate service
<b>Municipal accounts</b>	View rates and service account details, balances and payments	◇	Inactive	Activate service

- In the next section click the **Continue** button.

- Note:** You can ignore the **Registration information** section unless you have a **Business partner number**.

Vehicle licensing service activation

**Personal information**

Name:  Surname:  Middle name:

City:  National identity:  ID/Passport number:  County of residence:  South Africa

**Registration information**

Business partner number:

12. Fill in your address then click the **Continue** button.

## Vehicle licensing service activation

### Additional information: Address

---

\* Street / house number:

\* Postal code / city:

\* Country:  ▼

\* Region:  ▼

13. Upload a digital copy of your I.D./Passport and click the **Continue** button.

## Vehicle licensing service activation

### Required attachments

---

Please attach a scanned copy of your identity document (SA ID document or passport for non SA citizens):

No file chosen

14. Accept the **digital privacy statement** by ticking the checkbox and click the **Submit** button.

### Vehicle licensing service activation

#### 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 document. Please confirm that you accept our data privacy statement 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 blocker, you must first de-activate this setting.

Yes, I have read the data privacy statement and accept it.

Submit

15. Click the **Back** button.

16. **Note:** Write down and keep the **service activation reference number** in a safe place.

### Vehicle licensing service activation



Your application for the vehicle licensing service has been submitted successfully and is being processed.

You will receive an email when your application for this service has been processed. This email will contain details on how to proceed.

Kindly quote your **service activation reference number** XXXXXXXXXXXX when making enquiries regarding your application.

Please click on the "Back" button below to return to the services screen.

< Back

16. You will see that the **Vehicle licensing** service says **In-Process**. You will now have to wait 2 business days for the email with instructions to make payment.

Service name	Service description	Status	Status description	
<b>Careers</b>	Search and apply for City vacancies online	◇	Inactive	Activate service
<b>Vehicle licensing</b>	Motor vehicle licence renewal	△	In-Process	
<b>Prepaid electricity</b>	Purchase prepaid electricity for one or more meters online	◇	Inactive	Activate service
<b>Conveyancing</b>	Rates clearance service for SOLE PROPRIETORS ONLY	◇	Inactive	Activate service
<b>Supplier self-service</b>	Supplier self-service for SOLE PROPRIETORS ONLY	◇	Inactive	Activate service
<b>Municipal accounts</b>	View rates and service account details, balances and payments	◇	Inactive	Activate service

17. I received an email today (1 business day after applying) approving my application for the **Motor Vehicle License Renewal service**.

Dear [REDACTED],

Your application for the service Motor Vehicle Licence Renewal has been approved. You are now registered on the City's e-Services portal with the following details:

**Business partner number:** [REDACTED]

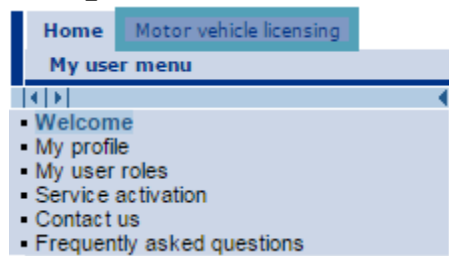
Please note that it takes approximately an hour for the service-specific tabs to appear on your e-Services account after confirmation of registration. You may proceed to log on to the e-Services website via [eservices.capetown.gov.za](http://eservices.capetown.gov.za) to carry out your transactions once this time has lapsed.

**e-Services**  
**City of Cape Town**

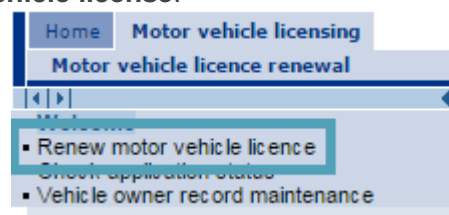
I thought I was applying for the license renewal the whole time and it turns out I was just applying for the e-Service. :D

## Renewing your Car License Online

1. Follow step 2 again and login with your details.
2. Click on **Motor vehicle licensing** above the left menu.



3. Click on **Renew motor vehicle license**.



4. You are now on step 1 of 5 steps. Fill in your information if it is not there already then click the **Next** button.

### Motor vehicle licence renewal: Step 1 (Owner information)



\* Application type:  Person  Organisation

#### Vehicle owner information

Renew for:

\* Title:

\* Name:

\* Surname:

\* Resident type:  South African permanent resident  Foreign national

\* ID number:

**Next**



5. You are now on step 2 of 5 steps. Fill in the **vehicle owner's address information** then click the **Next** button.

## Motor vehicle licence renewal: Step 2 (Addresses)



### Vehicle owner address information

#### Physical address

\* Address line1:

\* Address line2:

\* Postal code:  [See Map Here](#)

\* Region:  ▼

#### Postal address

Same as physical address

\* Address line1:

\* Address line2:

\* Postal code:

\* Region:  ▼

Previous

Next

6. You are now on step 3 of 5 steps. Fill in the **Vehicle registration number** which is the **License number** on your **MVL1** form, your **Vehicle make** (Toyota, Mazda, BMW, etc.) and then click **Add to submission list**.

### Motor vehicle licence renewal: Step 3 (Vehicles)



Prelisted vehicles

#### Add vehicle particulars

\*Vehicle registration number:

\*Vehicle make:

[Add to submission list](#)

#### Submission list

	Vehicle registration number	Vehicle make
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

[Remove vehicle](#)

[Previous](#)

[Next](#)

- You are still on step 3 of 5 steps. Once your vehicle is on the submission list click the **Next** button.

### Submission list

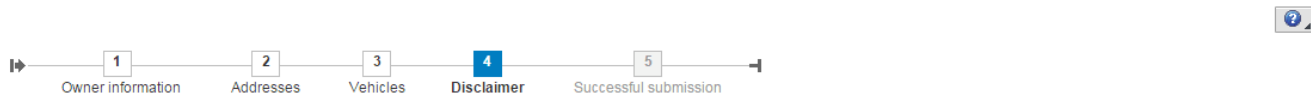
Vehicle registration number	Vehicle make
12345678	Toyota

Remove vehicle

Previous **Next**

- You are now on step 4 of 5 steps. Accept the **Data Privacy Statement and Disclaimer** and click the **Next** button.

### Motor vehicle licence renewal: Step 4 (Disclaimer)



#### Disclaimer

By replying to this e-mail or opening any of the attachments you agree to be bound by the provisions of this disclaimer. By submitting the information you declare that the information provided is complete and correct to the best of your knowledge and that the City of Cape Town has the right to cancel any transaction in the event of misrepresentation, whether innocent and/or fraudulent or a misstatement of facts appearing in this document and/or in any other document submitted in connection with this application.

This email and your submission is subject to the City of Cape Town's policies, bylaws, applicable laws and email disclaimer published on our website. It is intended only for the person(s) to whom it is addressed. If it has reached you in error, please notify the author. If you are not the intended recipient, you may not use, disclose, copy, redirect or print the content. If this email is not related to the business of the City of Cape Town, it is sent by the sender in his/her individual capacity.

[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 and accept the Data Privacy Statement and Disclaimer.

Previous **Submit**

9. You are now on step 5 of 5 steps. Congratulations, your submission was successful! 😊 Remember to keep your **reference number** safe.

### Motor vehicle licence renewal: Step 5 (Successful submission)



Thank you for applying for the renewal of your motor vehicle licence.

A renewal advice will be sent to you within two working days.

Your one time motor vehicle licence renewal reference number is: [REDACTED]

10. I received the email requesting payment the very next day! 😊 Efficiency!

Incident/Srv.Request - [REDACTED] -MLR : [REDACTED] Inbox x Print Share

**Vehicle.Licence@capetown.gov.za** Jun 12 (4 days ago) ☆ Reply Forward  
to me ▾

Dear Customer,

Thank you for contacting the City of Cape Town.

Your Motor Vehicle Licence Renewal has been approved for the following vehicle:

[REDACTED]

The total amount due is: **R342.00**

When you make payment, please use the following reference number:

Payment reference number: [REDACTED]

The payment must be made on or before the **22 day of JULY 2015**

The City of Cape Town is registered as an approved beneficiary on all major banking websites. It is therefore unnecessary to insert our bank account details when registering us as a beneficiary. Simply select 'City of Cape Town Municipality' from the approved beneficiary list and use your unique nine digit payment reference number above to add us as a beneficiary.

Banking details: **ABSA BANK**  
Beneficiary: *City of Cape Town*  
Payment reference number: *195922228*

NB. The reference number provided is only valid for this payment advice.  
Please repeat this process for future vehicle licence renewals.

You will receive your licence within eight working days of your payment being received. Should you not receive your disc before then, please contact us/report this to our Call Centre on 086 0103 089.

Please do not change the email subject when replying.  
Kind regards,

Corporate Contact Centre  
Customer Relations Department

Civic Centre, 12 Hertzog Boulevard, Cape Town

Tel: 086 010 3089  
Fax: 086 576 1568  
International: +27 21 401 4701  
Email: [vehicle.licensing@capetown.gov.za](mailto:vehicle.licensing@capetown.gov.za)



I will continue this tutorial once I receive the license disc. I will also be making a video tutorial which will be just as easy to follow! :)

### **Deprecated**

I paid on the 27th of September and on the 5th of October they sent my new license. I received it on the 14th of October. If you do not receive your license within 13 working days of payment (It seems like it takes them 5 business days to process payment so you should factor that into your waiting period), you should call 0860 10 30 89.

Speedy, efficient, effortless and an absolute pleasure! What are you waiting for? Go ahead and try it!