

GLB Automation Project Frequently Asked Questions

Prepared by:



Prepared for:



GAUTENG PROVINCE
ECONOMIC DEVELOPMENT
REPUBLIC OF SOUTH AFRICA

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1. INTRODUCTION

The purpose of this document is to outline the *Frequently Asked Questions (FAQs)* to assist the public in addressing the most commonly raised questions with regards to the Gauteng Liquor Board (GLB) automation solution for swift resolution.

2. FAQs

Below is a list of the FAQs.

#	Question	Response
1	Why has the licensing process been changed to the new system by GLB?	<p>GLB's aim with the implementation of the new system was to improve the liquor licence management process and to enhance the experience of its clients as they interact with GLB.</p> <p>Increased efficiency and ease of access to services are some of the key benefits that are delivered by the automated process.</p> <p>The electronic platform allows GLB customers access to services any time of the day from literally anywhere.</p>
2	Who can use the new GLB licensing website?	<p>All users requiring access to the GLB services can access the website. These users include the following:</p> <ul style="list-style-type: none"> - Individuals, - organisations and - liquor licence consultants.
3	Can I still submit my licence applications manually?	<p>All licence applications must be lodged electronically via the new GLB website. No manual applications will be accepted.</p>
4	How do I access the new GLB licensing website?	<p>Type in or copy and paste the website address "https://glb.gauteng.gov.za" in your browser to access the liquor licensing website. The address will take you to the GLB website login page.</p> <p>The GLB website can also be accessed via the Gauteng Department of Economic Development (GDED) web page, available services-> apply for liquor license-> show more->online-> visit site: https://www.gauteng.gov.za/Services/GetServices?serviceId=CPM-001362</p>
5	What do I need to do to access the GLB services or submit licence applications on the website?	<p>All users are required to go through a once off, simple user registration process, where a user account will be created. A username and password will also be created to access this account.</p>
6	Where do I find the registration form to	<p>Follow the link "New user?" to access the registration form.</p>

	register as a new user on the website?	
7	What do I do if I have forgotten my password?	Please go to the “ Forgot password? ” link on the GLB website login page to reset your password. A temporary password will be generated and sent to you via email.
8	When can I submit a new licence application? Will I only be able to submit the application online on the first Friday of every month?	New licence applications can be submitted any time or any day of the month (before lodgement date) but will only be lodged (automatically) on the system on the first Friday of the month if payment has already been received.
9	How do I submit the supporting documentation required for licence applications?	All supporting documentation must be scanned, and uploaded during the electronic submission of the licence application. There is a section within each type of application where a document upload facility is provided for this purpose.
10	How do I know what documents need to accompany my specific type of licence application?	An information page is provided for each application type on the website. Please go through the information provided there to ensure that you will be able to fulfil all the requirements prior to completing the relevant application form.
11	Are there specific requirements for the maximum size and document formats that can be uploaded on the website?	Yes, all supporting documentation must be submitted in PDF. Any other format will not be accepted, and the maximum document size allowed is 10MB (per document uploaded).
12	Licence applications were submitted in duplicate in the previous manual system such that the applicant retains a copy as proof of submission. How does the new system cater for this?	A preview of the licence application is made available upon a successful submission online. This preview, which can be downloaded (in PDF) and then saved onto the computer (or other storage device) and/or printed, will contain the information provided in the application form.
13	Do I receive an acknowledgement or feedback confirming the submission of a licence application?	Yes, an email notification will be sent to the applicant upon successful submission of an application.
14	How do I make payment for an application?	There are only two payment methods available currently for all liquor licence related fees. The GLB system will generate a deposit slip and payment advice for all services or applications that require a fee and one of the payment methods below may be selected: <ul style="list-style-type: none"> - Direct deposit at the bank branch. The GLB system generated deposit slip will be the only slip accepted for payment at the bank. The applicant’s

		<p>details and the exact amount to be paid will be pre-populated on the deposit slip.</p> <ul style="list-style-type: none"> - Secure online payment via the GLB website. The amount to be paid will be specified on the website and payment can only be made for that specified amount. Payment will be made via the “Make payment” service offering on the GLB website.
15	Can I use my debit or credit card to make an online payment?	Yes. Debit and credit cards (Visa, Mastercard) will be accepted. Please go to the “Make payment” service page on the GLB website for all payment related <i>terms and conditions</i> .
16	How long will it take for payments to reflect on your system?	Allow for 24 hours for the processing of payments to the point when they are reconciled in the GLB system.
17	How can one check the status of an application that has been submitted?	Email notifications will be sent to applicants to communicate the status of an application. An applicant can, alternatively, log onto the GLB website to view the status of all applications under his/her account on the “Application status” section of the Home page.
18	I submitted a licence application but did not see any email notifications from GLB. What could have happened and what can I do?	Check the Junk or Spam folder on your email account. You may also log onto your GLB account to view the status of your application.
19	Where can one find user manuals to guide the application process?	The Manual is available when user is logged in on Gauteng Liquor Board online application found on the Gauteng Department of Economic Development (GDED) web page: https://www.gauteng.gov.za/Services/GetServices?serviceId=CPM-001362
20	What contact details can I use to request application submission related assistance?	Please send an email to GautengLiquorBoard@gauteng.gov.za Or call 011 085 2245 for further assistance.