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Department:  
Trade and Industry  
**REPUBLIC OF SOUTH AFRICA**

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## **National Liquor Authority User Manual**

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### Glossary

The table below details the terms, entities, acronyms and abbreviations relevant to this specification.

<b>Terms</b>	<b>Definition</b>
Client	A person who requires service from the government
Registrant	A person who has been registered in terms of the Act
Applicant	A person who has applied to be registered in terms of the Act

## 1 INTRODUCTION

The purpose of this document is to outline the user manual for the National Liquor Authority (NLA) Solution. This document is a deliverable within the training and system commissioning phase of a system development life cycle. It outlines the workflow and details the usability of the Case Management (CMS) System.

## 2 USER ADMINISTRATION

### 2.1 User Registration

An applicant is required to register on the NLA CMS system as a user to gain access to the system. To register as a user, follow the steps below:

NLA Register Log in

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Create a new Account

Name

Surname

Cellphone Number

E-mail

Password

Confirm password

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Please note that Adobe Acrobat Reader (version 8 at least) is a prerequisite in order to proceed with any applications. Acrobat Reader can be downloaded [here](#).

Figure 1: User Registration

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Step	Action	Expected System response
1.	Enter the following URL 'http://10.11.202.116:7531' link on the internet explorer	NLA home screen appears on the screen
2.	Click on 'Register as a new user' Link	A 'new account' screen appears;
3.	Enter the User Name	The user name is captured
4.	Enter the Surname	The surname is captured
5.	Enter the E-mail address	Email address is captured
6.	Enter the Password	Password is captured
7.	Enter the Confirm password	Confirm password is captured
8.	Click on 'Register' button	The 'Home' screen is displayed

## 2.2 User Log in

Registered CMS users can access the system using the user credentials (username & password). To sign in on the system follow the steps below:

NLA Register Log in

Please Sign in

E-mail

Password

Remember me?

[Register as a new user](#)  
 (An existing valid e-mail address is required. If you do not have an e-mail address, please apply [here.](#) )

[Forgot your password?](#)

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 Please note that Adobe Acrobat Reader (version 8 at least) is a prerequisite in order to proceed with any applications. Acrobat Reader can be downloaded [here.](#)

Figure 2: User Log in

Step	Action	Expected System response
1.	Enter the following URL 'http://10.11.202.116:7531' link	NLA home page appears on the screen
2.	Enter the email address	Email address is captured
3.	Enter the Password	Password is captured
4.	Click on the 'log in' button	'Home' screen appears, The user name is displayed

## 2.3 Forgot Password

Registered users have the capability to reset their passwords, to reset a user password, follow the steps below.



### Forgot password.

Forgot your password?

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Please note that Adobe Acrobat Reader (minimum version 8) available [here](#) and Internet Explorer (minimum version 9) available [here](#) are pre-requisites for using this system.

E-mail

Submit

Figure 3: Forgot Password

Step	Action	Expected System response
1.	Enter the following URL 'http://10.11.202.116:7531' link	NLA home page appears on the screen
2.	Click 'Log in'	The 'Log in' screen appears
3.	Click on the 'Forgot your password?' link	The 'Forgot Password' screen appears
4.	Enter the email address	The system captures the email address
5.	Click the 'Submit' button	The system sends a reset link to the Applicant/Registrant's mail box
6.	Open the Applicant/Registrant's mail box and click the reset link to reset the password	A reset password screen appears

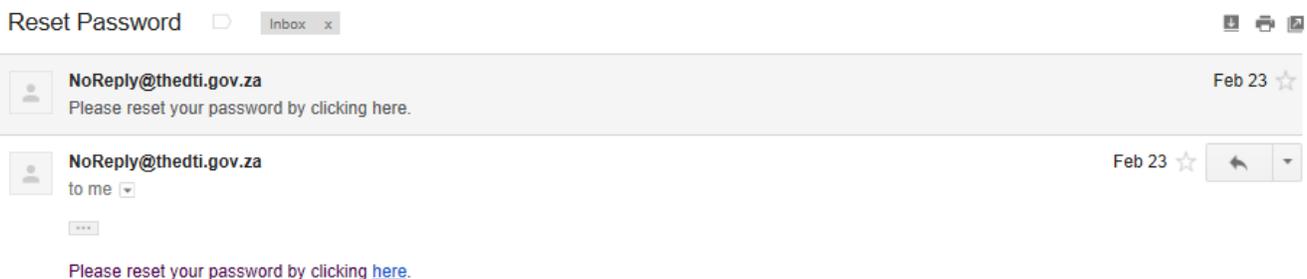


Figure 4: Reset Password

Step	Action	Expected System response
6.	Open the Applicant/Registrant's mail box and click the reset link to reset the password	The Reset password screen appears.
7.	Enter the new password and confirmation password	The system captures the password
8.	Click the 'Reset' button	The new password is saved on the system

### 3 SYSTEM FEATURES

#### 3.1 Application for macro manufactures/distributers of liquor

When a user is signed in on the system, the 'Dashboard' screen will be displayed (Please refer to figure 3). This is the main screen that allows a user to view existing applications, and create new applications as well.

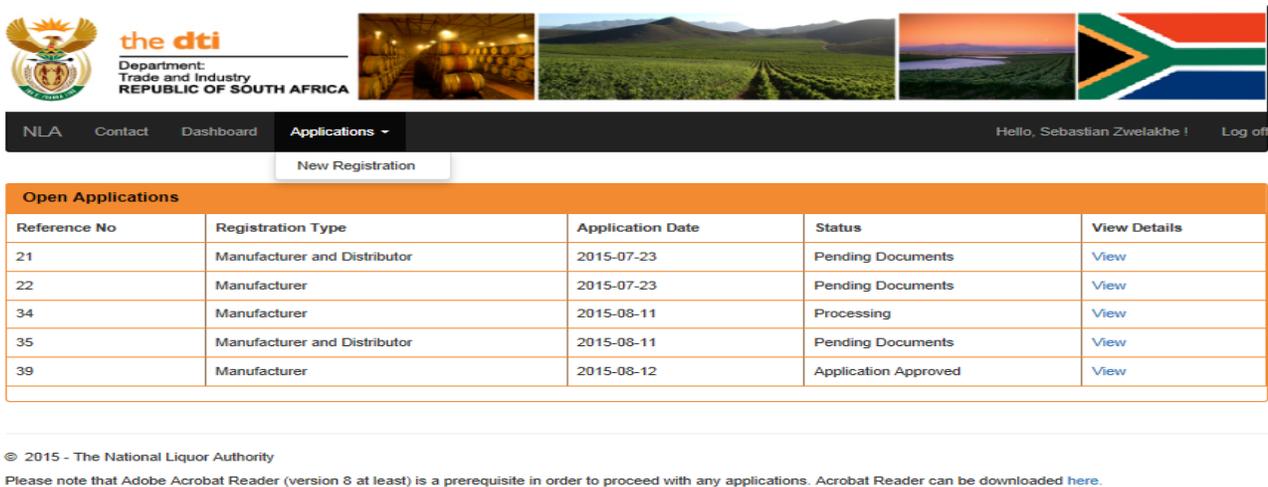


Figure 5: Dashboard (Home) Screen

To view an existing application, click on the 'View' link under the View Details column, a detailed application will be displayed. To create a new application, follow the steps below

Step	Action	Expected System response
1.	Log in on the CMS as a registrant <a href="http://10.11.202.116:7531">http://10.11.202.116:7531</a>	The registrant is logged on the system
2.	Click 'Application' > 'New Registration' from the menu	'Conditions of applications' page is displayed.
3.	Select the applicable condition that an applicant is not compliant with. <b>Note!</b> None of the options should be selected if the applicant complies with the prescribed regulation requirements	A selected condition is captured

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	<ul style="list-style-type: none"> <li>• A minor</li> <li>• An un-rehabilitated insolvent</li> <li>• Committed in terms of the Mental Health Act, 1973</li> <li>• A person who has been convicted of an offence as contemplated in section 11(2)(d) or (e) of the Liquor Act, 2003</li> <li>• Person who has been convicted of an offence in terms of the Liquor Act, No. 27 of 1989</li> </ul>	
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NLA   Contact   Dashboard   Applications ▾   Hello, Sebastian Zwelakhe!   Log off

### Qualification of an Applicant for Registration

If the Applicant, being either an individual or a company (if a company, conditions are applicable to each person who has a controlling interest in the company, is a director, board member, main beneficiary or proposed transferee) with respect to each such person, indicate below if any of the terms stipulated below are true.

- (i) a minor
- (ii) an unrehabilitated insolvent
- (iii) committed in terms of the Mental Health Act, 1973
- (iv) a person who has been convicted of an offence as contemplated in section 11(2)(d) or (e) of the Liquor Act, 2003
- (v) person who has been convicted of an offence in terms of the Liquor Act, No. 27 of 1989

Begin Application

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Please note that Adobe Acrobat Reader (version 8 at least) is a prerequisite in order to proceed with any applications. Acrobat Reader can be downloaded [here](#).

Figure 6: Qualification of application for registration

Step	Action	Expected System response
4.	Click 'Begin Application' button	<ul style="list-style-type: none"> <li>• Should the applicant not comply with the prescribed regulation requirements, the following message will be displayed "Unfortunately, you cannot apply for a Registration as the minimum requirements are not met!"</li> <li>• If the applicant complies with the prescribed regulation requirements, the application registration form will be displayed</li> </ul>

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**Postal Address :**  
Private Bag X84,  
the dti Campus,  
Sunnyside, Pretoria  
0001

**Physical Address :**  
77 Meintjies Street  
Sunnyside, Pretoria  
0001

**Web Address :**  
[www.thedti.gov.za](http://www.thedti.gov.za)  
Customer Contact Centre :0861 843 384  
Email: [nationalliquorauthority@thedti.gov.za](mailto:nationalliquorauthority@thedti.gov.za)

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**FORM NLA1 - Application for Registration**

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**Current Date:** 2015/08/31

**To:** The Minister of Trade and Industry  
Please take notice that the applicant named below hereby applies to be registered in terms of the Liquor Act, 2003, as a

**Application Type**

**Applicant's Details**

**Name**

**Registration/ID**

**Business Name/Trading As**

**Contact Details of Applicant (Office/Business address of the applicant and correspondence details)**

**Street No**  **Street Name**

**Suburb**  **City**

**Province**  **Postal Code**

**Phone No**  **Cellphone No**

**E-mail**

**Address of Proposed Registered Activities (Address where liquor manufacturing and/or distribution will take place)**

**ERF Number**  **Street / Farm No**

**Street Name**  **Suburb/Town**

**City**  **Province**

**Postal Code**  **Phone No**

**E-mail**

This form is prescribed by the Minister of Trade and Industry in terms of section 42 of the Liquor Act, 2003 (Act No. 59 of 2003).

Figure 7: NLA 1 Form

Step	Action	Expected System response
1.	<ul style="list-style-type: none"> <li>Click 'Application' &gt; 'New Registration' from the menu</li> <li>Click 'Begin Application' button</li> </ul>	'Form NLA 1' – Application for registration is displayed
2.	Select the application type	Application type is selected
3.	Enter the following <b>Application Details</b> : <ul style="list-style-type: none"> <li>Name</li> <li>Registration ID</li> <li>Business name</li> </ul>	Application details are captured
4.	Enter the following – ' <b>Contact Details of Applicant</b> ': <ul style="list-style-type: none"> <li>Street No</li> <li>Street Name</li> <li>Suburb</li> </ul>	'Contact Details of Applicant' are captured

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	<ul style="list-style-type: none"> <li>• City</li> <li>• Province</li> <li>• Area Code</li> <li>• Phone No</li> <li>• Cell phone number</li> <li>• Email</li> </ul>	
5.	<p>Enter the following – ‘<b>Address of Proposed Registered Activities</b>’:</p> <ul style="list-style-type: none"> <li>• ERF number</li> <li>• Street / Farm No</li> <li>• Street Name</li> <li>• Suburb / Town</li> <li>• City</li> <li>• Province</li> <li>• Area Code</li> <li>• Phone No</li> <li>• Email</li> </ul>	‘Address of Proposed Registered Activities’ are captured



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the dti Campus,  
Sunnyside, Pretoria  
0001

**Physical Address :**  
77 Meintjies Street  
Sunnyside, Pretoria  
0001

**Web Address :**  
[www.thedti.gov.za](http://www.thedti.gov.za)  
Customer Contact Centre :0861 843 384  
Email: [nationalliquorauthority@thedti.gov.za](mailto:nationalliquorauthority@thedti.gov.za)

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FORM NLA1 - Application for Registration

**Description of Activities**

Types of Liquor

Annual turnover

Will you distribute liquor manufactured elsewhere? (You will be required to upload an import certificate)

**Declaration (Information of the individual completing this application)**

Name

Street No  Street Name

Suburb  City

Province  Postal Code

Phone No

Email

I am acting as a Proxy for the applicant (You will be required to upload a letter authorising you to act on the behalf of the Applicant).

I declare that the information provided in this form is correct.

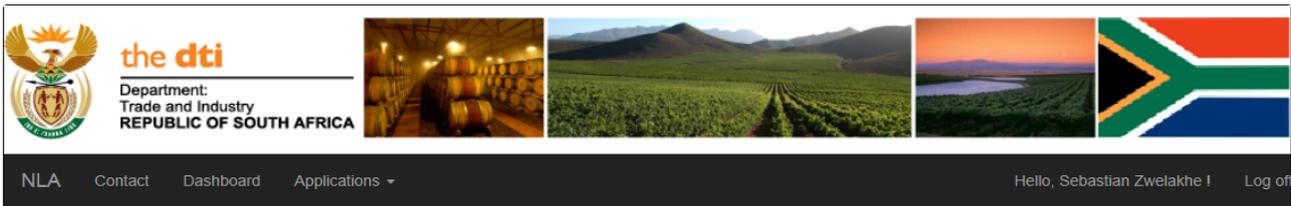
This form is prescribed by the Minister of Trade and Industry in terms of section 42 of the Liquor Act, 2003 (Act No. 59 of 2003).

Figure 8: NLA 1 Form Continues...

Step	Action	Expected System response
6.	<ul style="list-style-type: none"> <li>• Select the ‘Description of Activities’ option. Note! Various combination can be selected</li> </ul>	<ul style="list-style-type: none"> <li>• The selected type of liquor is captured</li> <li>• The indicated option is captured</li> </ul>

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	<ul style="list-style-type: none"> <li>Indicate a yes option by clicking on 'Will you distribute liquor manufactured elsewhere? (Import certificate required)' checkbox or No option by leaving it blank</li> </ul>	
7.	<ul style="list-style-type: none"> <li>Enter the following 'Declaration' information:                             <ul style="list-style-type: none"> <li>Name</li> <li>Street No</li> <li>Street name</li> <li>Suburb</li> <li>City</li> <li>Province</li> <li>Area Code</li> <li>Phone No</li> <li>Email</li> <li>If acting on behalf of the client, select the 'I am acting as a Proxy for the applicant' check box</li> <li>As A client select 'I declare that the information...'</li> </ul> </li> </ul>	Declaration' information is captured
8.	Click the 'Submit' button	Overview screen appears



Application Details	
<b>Applicant Name:</b> Zwelakhe	<b>Registration Type:</b> Manufacturer
<b>Registration Number :</b> TMK45587/52	<b>Company Name:</b> Zethu International
<b>Application Date:</b> 2015-08-31	<b>Application Status:</b> Pending Documents
<b>Original Application:</b> <a href="#">View (Read Only)</a>	<b>Reference No:</b> 40

Required Documents	
ID Document	<input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/>
Company Registration Certificate	<input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/>
TAX Clearance Certificate	<input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/>
Police Clearance Certificate	<input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/>
B-BBEE Certificate	<input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/>
Zoning Certificate/Consent Letter	<input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/>

*Figure 9: Application Details & Required Documents*

Step	Action	Expected System response
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1.	<ul style="list-style-type: none"> <li>• Click the browse button, select the relevant document to be upload e.g.</li> <li>• ID Document</li> <li>• Company registration</li> <li>• Tax clearance certificate</li> <li>• Police clearance certificate</li> <li>• BBB EEE Certificate</li> <li>• Zoning certificate</li> </ul> <p>Additional applicable documents</p> <ul style="list-style-type: none"> <li>• Passport</li> <li>• Work Permit</li> <li>• Product Analysis Report/Certificate &amp; Confirmation Certificate</li> <li>• Import/Export Certificate</li> <li>• Proof of Financial Contribution</li> <li>• Proxy Document</li> </ul>	Source location of a file is displayed and the applicable document is captured
2.	Click the 'Upload' button	A list of uploaded documents is displayed
3.	Select the 'View' link to view the uploaded documents	An uploaded document is displayed

Uploaded Documents		
Uploaded Date	Document Category	View Document
2015-08-31 02:37:45 PM	ID Document	<a href="#">View</a>
2015-08-31 02:37:50 PM	Company Registration Document	<a href="#">View</a>
2015-08-31 02:37:56 PM	TAX Clearance Certificate	<a href="#">View</a>
2015-08-31 02:38:02 PM	Police Clearance Certificate	<a href="#">View</a>
2015-08-31 02:38:08 PM	BBB EEE Certificate/Affidavit	<a href="#">View</a>
2015-08-31 02:38:14 PM	Zoning Certificate/Consent Letter	<a href="#">View</a>
2015-08-31 02:38:33 PM	Proof of Payment - Initial Application	<a href="#">View</a>

Proof of Payment	
Application Fee	<input style="width: 100%;" type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/>
Initial Registration Payment	<input style="width: 100%;" type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/>

*Figure 10: View uploaded documents*

### 3.2 Accept/Decline the condions of registration

The applicant is prompted by the system (via Email) to respond to the NLA 6 within 30 days. The following steps below details the options available to the user for response:

**FORM NLA 7 - Consent to, Refusal of, Proposed Conditions of Registration**

**INSTRUCTIONS**

This form is prescribed for use in terms of Section 13 and Item 4 of Schedule 1 of the Liquor Act, 2003, and Regulation 15 of the National Liquor Regulations, 2004.

There is no fee for filling this form.

The applicant must declare that the information contained in this form is correct.

**CONTACTING THE NATIONAL LIQUOR AUTHORITY**

National Liquor Authority  
77 Meintjes Street  
Private Bag X84  
Pretoria 0001  
Republic of South Africa

Tel: 0861 843 384  
Fax: (+27)012 394 0555  
Email: nationalliquorauthority@thedti.gov.za

Current Date: 2015/08/31      Reference #: 40

**TO: THE MINISTER OF TRADE AND INDUSTRY**

Please take notice that the applicant or registrant under the above referenced file number

consents to each and every proposed condition of registration set out in Form NLA6.

objects to the conditions indicated below.

- The liquor product(s) to be distributed should comply with the definition provided in the Liquor Act 59 of 2003 and/or the definition of the Liquor Products Act 60 of 1989 as and when amended.
- The distribution activities should be conducted from premises and at a location approved by the relevant local authority.
- Liquor may only be distributed to registered persons/ entities or other licensees.
- The applicant must not employ a person who has not attained the age of 16 unless the employee is undergoing training or learnership contemplated in section 16 of the Skill Development Act No. 97 of 1989.
- The applicant must comply with Customs and Excise Duties Act No.91 of 1964.
- The applicant must comply with all the provisions of the Liquor Act 59 of 2003 and/ or any other relevant law.
- The applicant should provide the National Liquor Authority with a BEE compliance certificate annually.
- The applicant should provide the National Liquor Authority with a Tax Clearance Certificate annually.
- The applicant should provide the National Liquor Authority with proof of contribution to combating alcohol abuse annually.
- The applicant should provide the National liquor authority with the Police clearance Certificates for the directors in the entity annually.

**Reasons for Objection**

This form is prescribed by the Minister of Trade and Industry in terms of section 42 of the Liquor Act, 2003 (Act No. 59 of 2003).

Figure 11: Accept/Decline the conditions of Registration

Step	Action	Expected System response
1.	Log on the CMS system http://10.11.202.116: 7531	User is logged in
2.	Click the 'Generate NLA 7' link on the Correspondence section	NLA 7 form is generated
3.	<b>Consent option</b> Select the 'Consent' option	The option is captured
4.	Select the Declaration to declare the information furnished	The declaration is captured
5.	Click the 'Submit' button	<ul style="list-style-type: none"> <li>• Registrant response is updated on CMS</li> <li>• Process Status change to 'Processing'</li> </ul>

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6.	<b><u>Objection option</u></b> Repeat step 1 & 2, Select the objection option	A list of 10 conditions is displayed  A reason of objection is also displayed
7.	Select condition/s that are being objected to	Selected conditions are marked with an X
8.	Repeat step 4 & 5	the application will be sent for review