

# City of Cape Town Troubleshooting Guide

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## **GhostConvey**



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## Top Rejection Reasons:

The following are examples of rejection messages that you might receive:

- Reason 1: Open case already exists for property. If this is supposed to be a follow up or Simultaneous Transfer, please indicate this on the request and resubmit.
- Reason 2: Unit not found
- Reason 3: Allotment not found
- Reason 4: No seller could be determined. Please check.
- Reason 5: Property not found
- Reason 6: Scheme not found

## Reason 1: Open Case Rejections

When you receive an 'Open Case' Rejection message check to see if this is a simultaneous transfer. If so, select the Simultaneous Transfer indicator [  Is simultaneous transfer?  ] and re-submit,

Or there could be an existing application for this property on ISIS for the following reasons:

1. You have previously submitted an application for this property which should have been cancelled, or
2. A different firm has already submitted an application for this property

### Solution:

**Korbitec has set up a temporary e-mail address: [isishelp@korbitec.com](mailto:isishelp@korbitec.com) to assist you and council with investigating and resolving 'open case' queries. This address is only for City of Cape Town rejection queries.**

## Reason 2: Unit not found

You will receive a 'Unit not found' Rejection message if:

- This is a Sectional Title Unit application and,
  - The Unit Number is not valid
  - The Unit is not yet captured on the City of Cape Town Land Use Management (LUM) system
  - The Unit number format is not valid
  - The Scheme Name is not valid or contains the Letters "SS" in front of the Scheme name i.e.: SS CHURCH SQUARE; SS LONGBEACH VILLAGE; SS WEMBLEY SQUARE;
- *The Scheme Number should always consist of the Scheme Number/Scheme Registration Year. It should also Not include the letters "SS" in front of the Scheme Number*

<b>Incorrect</b>	<b>Correct</b>
313/91	313/1991
SS55/1978	55/1978
103/0	103/2000
- *Only one Scheme Number may be used per application.*

## Reason 3: Allotment not found

You will receive an 'Allotment not found' Rejection message if the Allotment (Township) captured on the application is not found in the LUM Database.

Common Mistakes in the Township field are as follows

**Incorrect Allotment:** CAPE FARM 1183

**Correct Allotment would be:** CAPE RD

*The allotment Name for a farm is based on the Registration division.*

*If capturing a farm property, the farm Number should be completed in the Erf number field*

**Incorrect Allotment:** EERSTERIVIER

**Correct Allotment would be:** EERSTE RIVER (STELLENBOSCH)

*Registration Division should be supplied in brackets, no spaces*

**Incorrect Allotment:** WOODSTOCK

**Correct Allotment would be:** CAPE TOWN

*If Erf 123 CAPE TOWN AT WOODSTOCK, CLAREMONT ETC. the allotment should always be Cape Town*

**Incorrect Allotment:** UNIONDALE

*Not Situated under City of Cape Town*

**Incorrect Allotment:** MFULENI ( P )

**Correct Allotment would be:** MFULENI (PAARL)

*Registration Division should be supplied in brackets, no spaces*

### **Solution:**

**The only Allotments that are allowed are as per the Township drop-down list. Correct the Township field and re-submit.**

## Reason 4: No seller could be determined. Please check.

You will receive a 'No seller could be determined' Rejection message if there are no ownership details on the City of Cape Town's LUM system.

### **Solution:**

**This has been resolved by the City of Cape Town which means that you won't receive this rejection message anymore. If you have sent a request and received this rejection message before 14 January 2012 you will be required to re-submit.**

## Reason 5: Property not found

You will receive a 'Property not found' Rejection message if:

- The combination of the ERF number and Township field does not exist on ISIS.
- The property is a newly created property from a subdivision or consolidation and is not yet captured on LUM.

### **Solution:**

**Ensure that ERF number and Township fields are correct. If it's a new property then e-mail [isishelp@korbitec.com](mailto:isishelp@korbitec.com).**

## Reason 6: Scheme not found

You will receive a 'Scheme not found' Rejection message if the Scheme name supplied cannot be found on LUM.

### **Solution:**

**Common mistakes in capturing scheme names is adding the letters SS in front of the scheme name, for example: SS SEASIDE VILLAGE.**

**Ensure that the Scheme name is correct.**

## Additional Information

### Blank RCCs

Due to the data discrepancies from the Council's old system to the new ISIS system, a decision was made to remove the party details from the RCC up until the end of March. You will be required to capture the party details as per normal, the only difference will be that the RCC will be issued without these details. You may lodge use this RCC for lodgement.

### Purchase price

If the transfer is not as a result of a sale and does not have a purchase price, you must capture the municipality valuation amount in the **Purchase price** field. You will not be able to submit a request that contains a '0' in the **Purchase price** field.

### Pre-Validation Messages

RateClearance.Com has included pre-validations for the following fields:

- Purchase price field
- ID number
- Property details

This will enable you to fix any errors before sending the request to the council. An example of a Validation Message can be viewed below:

