Tourism Dirham e-System
For Hotels & Hotel Apartments

User Guide

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**Introduction**

His Highness Shaikh Hamdan Bin Mohammad Bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council, has issued the Council’s resolution no. (2) of 2014, regarding the introduction of the ‘Tourism Dirham’.

The ‘Tourism Dirham’ will be applied on rooms occupied by guests staying in all genres and types of holiday accommodation, including hotels, hotel apartments, guesthouses and holiday homes in the emirate of Dubai. The move is based on global benchmarking and funds raised will support the international promotion and marketing of the emirate and drive growth of its tourism and trade industries. This minimal charge will vary between Dh7 to Dh20 per room, per night, dependant on the hotel category and rating, and will be applicable from March 31st 2014.

**Purpose**

The purpose of this document is to describe in detail the processes and functionalities of the current release version of the Tourism Dirham e-system.

**Overview**

In lieu with the issuance of the Tourism Dirham Decree: Resolution no. (2) of 2014, in the Emirate of Dubai, this online IT solution was developed to manage the administration of the new requirements, fees, and violation structures decreed into law.

**Registered Users of the Tourism Dirham e-System can currently access 3 main services:**

- **Occupancy Check In:** Perform a Check in operation on guest check in.
- **Occupancy Check Out:** Perform a Check out operation on guest check out, the Tourism Dirham Fee will be calculated and displayed here.
- **Manage Records:** Review and Manage submitted Check-ins/Check-outs, as well as reports and invoices related to payments.
Prerequisites

For Hotel Management, Front desk Staff & Operators

- A working Internet Connection
- A Mac, Windows, or Linux PC
- Chrome, Firefox, Internet Explorer (ver. 8 & up), Opera, or Safari Browser.

Using the Tourism Dirham e-System

Each establishment’s GM will be provided with a username & password, allowing access to a Master Account for their respective establishment. This account will give the user access to check-ins, check-outs, online invoices, fees, fines and payments in accordance with the Tourism Dirham decree announced in Feb 2014.

Front desk staff can then register for their own accounts, linked to the Master Account, to perform check-ins & check-outs using their own unique usernames & passwords.
How To: For Hotel Staff - Register For A User Account

- Navigate to the Tourism Dirham website URL provided (as shown below in figure 1)

(Figure 1: Login Screen)

- Click on “Register Now” or “Register for an Account” from the Login Screen, to start the Registration Process.
**STEP 1:** Accept Account Registration Terms as shown below by selecting the checkbox and selecting “Continue Registration”. (Figure 3)

(Figure 2: Disclaimer Agreement)
**Step 2:** Enter License Association Information

**License Information Section:** Fill out the following required fields:

- **License Type:** The type of license you use to operate your establishment
  - Hotel
- **License Number:** Fill out your assigned DTCM Number

(Figure 3: Registration Application Step 1)

Click on “Find License”, the search results will return with the associated information, upon clicking on the link, a prompt will appear asking confirmation to associate the license to the user.

(Figure 4: Registration Application Step 1 – Add License)

**Account Information Section:** Fill out the following required fields:

- **User Name:** Select a unique username.
- **E-Mail Address:** Make sure to use your official establishment e-mail.
- **Password & Password Verification:** Pick a password. As you type it in, the password strength bar will indicate its strength. Use it to create a secure password.
- **Security Question:** Pick a security question in case you lose or forget your password, you will be asked to answer the following question.
- **Answer:** This is the answer you will be required to give in order to be allowed to reset your password. Pick a memorable question & answer combination, but one that is not easily guessed.

**CONTACT INFORMATION SECTION:** Fill out the following required fields:

- **Title / Salutation:** Fill out your Title/Salutation
- **First:** Fill out your First Name
- **Last:** Fill out your Last Name.
- **Mobile Phone:** Type in your mobile phone number, preceded by the country & area code.
- **Preferred Method of Contact:** Select from different methods of Contact, options are:
  - Phone
  - E-Mail
  - Mail

*(FIGURE 5: REGISTRATION APPLICATION STEP 2)*
Take a moment to review your entries, and then click on the “Continue Registration” button to finalize your registration.

**STEP 3: Account Approval Process**

The application will then be sent to DTCM for verification and approval. Once approved, you will be emailed with a notification to the email address you provided. You can then use the login and password you created earlier to login to the DTCM system, as shown in the following section. (figure 6)
How To: Login to the e-System

- Navigate to the Tourism Dirham website URL provided (as shown below in figure 6)

(Figure 6: Login Screen)

- Login using the username & password created in account registration.
- You will be redirected to the Main Menu, showing a list of the most recent submitted records, plus links to the check-in and check-out services.
**How To: Check In A Guest**

**STEP 1:** Click on “Check In” from the Main Menu, to open the Check-In Application shown below. (Figure 7)

(Figure 7: Check-In Application)
• **SECTION 1 – CHECK IN INFORMATION:** Fill out the following required fields:

- **Room or Unit Number:** The Room or Unit Number into which the Guest is staying. (Note: Upon filling out the room number, the system automatically checks the status of that room, if the room is still occupied, the system indicates that there is a guest that still hasn’t been checked out of that room, and displays a quick link to the Check Out form, if the room doesn’t exist, it will be added to the system.)

- **Check In Date:** The Date the guest first checked in. (defaults to today’s date)

- **Exemption:** Exemption checkbox, to apply an exemption from Tourism Dirham’s fees on the condition that the Guest booked his/her reservation before February 28th, 2014, as per the Tourism Dirham Decree. *(DTCM circular Ref# D/000/152/187 dated 23rd of Feb 2014)*

- **Check In Type:**
  - Normal: Normal Guest Check in.
  - In-house: The Guest is an in-house staff member, and as such gets an exemption from payment of Tourism Dirham’s fees, as per the Tourism Dirham Decree.

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**Case 1: The Room entered is vacant and available for check in**

*(Figure 7.1: Check In Information)*

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![Check In Information](image-url)
Case 2: **The Room entered is occupied, and not available for check in.**

(Figure 7.2: Check In Information)

Case 3: **The Room entered does not exist in the system, and will be added. The number of bedrooms appears and is required as a prerequisite.**

(Figure 7.3: Check In Information)
Case 4: If the number of bedrooms is entered as: 0, then this will be dealt with as a dummy room. You can use the following numbering format in the “Room or Unit Number” field to uniquely identify dummy rooms: 00A, 00B, 00C etc.

(Figure 7.4: Dummy Room)
• **SECTION 2 – GUEST INFORMATION:** Fill in the Guest Information Details by adding all the contacts staying at the specified room or unit, one by one, and clicking the “Add Contact” button at the bottom. Each time a contact is added, he/she will appear in the list at the top of the form. The following fields need to be filled out: (only fields marked with a * are required)

  o **Type:** The Type of Guest (Regular Guest, Corporate Guest, ...etc)
  o **First:** The Guest’s First Name
  o **Last:** The Guest’s Last Name
  o **Birth Date:** The Guest’s Birth Date. Click on the Calendar Icon to select, or type it in, in the following format: mm/dd/yyyy
  o **Passport Number:** The Guest’s Passport Number.
  o **Nationality:** The Guest’s Nationality
  o **Mobile Phone:** The Guest’s Mobile Phone Number
  o **E-mail:** The Guest’s E-Mail Address (not required)
  o **Relationship:** The relationship of each contact to the other contacts in the room.
    (automatically defaults to “Main Contact”)

(Figure 8: Guest Information)

• **SECTION 3 – PASSPORT COPIES:** Attach scanned copies of each contact’s passport. Click the “browse” button to open the file list dialog, and then click select Files to open the file explorer. You can then select a single file to attach by selecting it and clicking the “open” button, or multiple files at once (by holding down the ctrl key on windows, or the cmd key on the mac, and clicking on each file you would like to add), then clicking the “Finish” button. Each time an attachment is added, it will appear in the list at the top of the form.
Once finished attaching files, Click “Continue Application”.
**Step 2:** Review Information before submission. In case of any mistakes, click on the “edit” button where you need to make any changes. If you have determined that all the information is correct, click “Continue Application” to confirm.

(Figure 11: Review Check-In Information)

**Application Type**

Unit Occupancy Agreement

**Check In**

- **RENTAL AGREEMENT**
  - Room or Unit Number: 5D4
  - Start Date: 03/02/2014

**Guest Information**

- **Contact List**
  - Showing 1-1 of 1
  - Full name: John Smith
  - E-mail: hoger@yahoo.com

**Passport Copies**

- **passport-7a.png**
  - Size: 67.04 KB
  - Latest Update: 03/02/2014
- **passport-8a.png**
  - Size: 67.04 KB
  - Latest Update: 03/02/2014
- **passport-9a.png**
  - Size: 67.04 KB
  - Latest Update: 03/02/2014

[Continue Application]
**Optional Save and Resume Later:** You can also save an application to be resumed later, where all the information and data entered will be saved. Click on the “Save and resume later” button at the bottom of the each application on any step to save.

*(Figure 11-A: Save and Resume Later)*

To resume a saved application, go to the manage records screen in the services page, and click “Continue Application”

*(Figure 11-B: Continue Application)*
How To: Check Out A Guest

**STEP 1:** Click on “Occupancy Check Out” from the Main Menu, to open the Check-Out Application shown below. (figure 12)

The following fields need to be filled out: (only fields marked with a * are required)

- **Room or Unit Number:** The Room or Unit Number of which the Guest is checking out.
- **Check Out Date:** The Date the guest checked out. (defaults to today’s date)
- **Check Out Type:** The type of check out:
  - Normal: Normal Check Out.
  - Cancellation: Guest Cancelled booking. No fees will be calculated.
  - Room Change: Room or Unit was changed. Guest will still need to be checked into another room through the Check In Application. If the room change occurred on the same day as check in, no fees will be applied for the first room.

The following fields are automatically calculated for you.

- **Tourism Dirham Fee:** The fee payable to DTCM based on number of bedrooms, room classification, and nights stayed.

Once the form is filled out, click the “Continue Application” button.

(Figure 12: CHECK-OUT APPLICATION)
**STEP 2:** Review Information before submission. In case of any mistakes, click on the “edit” button where you need to make any changes.
If you have determined that all the information is correct, click “Continue Application”.

(Figure 13: Review Check-Out Information)
How To: Perform an Amendment

**STEP 1:** Click on the Services tab, to view a list of records as shown below.

Review your records, and click on the “Amendment” link under “Action” to perform an amendment on the corresponding submitted application.

Edit the form as required, and once you are done, click the “Continue Application” button to submit the changes.

(Figure 14: List of Records Available for Amendment)
How To: Perform Month End Reports

The deadline for payment of Tourism Dirham fees is the 15th after each month end. Each Establishment has a 1 - 10 day grace period after each month end to review and amend their records for the previous month. After this 10 day grace period, all records created in the previous month are locked, disallowing amending or editing said records. Month End Reports are then automatically calculated by the system on the 11th day, and a notification is sent to each establishment’s Master Account, notifying them that their Tourism Dirham invoice has been generated and ready for review and payment. The Invoice can then be accessed through the system.

On the 13th day, a warning notice will be sent to each Master Account indicating that there are 2 days left to settle their invoices; otherwise late fee payment fines will be imposed.

After the deadline of the 15th, late payment fines will be imposed, and an invoice and a notification will be sent to each GM informing them of the fines.

(Figure 15: List of Records)
Future Updates

- Report a Payment