Department of Tourism and Commerce Marketing

e-Permit Portal

e-Permit User Guides
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1. High level e-Permit steps:

➢ Registration Steps:

- Use the following URL to access the system: https://epermits.dtcm.gov.ae
- Click on Register for an Account button.
- Read and accept the General Disclaimer.
- Select the Registration Type (Organizer, Venue) and fill the required fields.
- Enter contact information by click on Add New button.
- Enter event coordinator information by click on Add New button (Venues Only).
- Upload Required Documents:
  - Trade License
  - Event coordinator passport copy (venue account)
  - NOC for registration
  - Emirates ID for contact/system user
- Click on Locate Me button to define location (Venues Only).
- Submit the application and note the registration number.

Kindly note that it is mandatory to have “Parties & Entertainments Services” under company trade license to conduct entertainment event. For business event: It is mandatory to have conference management and Exhibitions Organizing. For Sport event: It is mandatory to have one of following activities: Rallies and Sport Tournaments Organizing Services, Sports Exhibitions Organizing, sports Services.

➢ Event Permit Steps:

- Use the following URL to access the system: https://epermits.dtcm.gov.ae
- Enter your username and password and click on Login.
- Click on Add New Event
- Fill Event required fields.
- Select type of event and activities that are related to main event type.
- Select location and date.
- Enter contact Information (Event Owner and Event Participant). For sport event not require to add any performer/player and for exhibition not require to add any speaker.
- Upload the required documents. Find below table for more clarification about required documents for different event types.
<table>
<thead>
<tr>
<th>No.</th>
<th>E-Permits Services</th>
<th>Required Documents</th>
</tr>
</thead>
</table>
| 1   | Registering in the e-Permits | 1) Trade License  
2) Event coordinator passport copy (venue account)  
3) NOC for registration  
4) Emirates ID for contact/system user |
| 2   | Registration in the system for Private and Business Activities | 1) NOC for registration  
2) Passport copy for contact/Hall manager |

**Required Documents for each Event type:**

<table>
<thead>
<tr>
<th>No.</th>
<th>E-Permits Services</th>
<th>Required Documents</th>
</tr>
</thead>
</table>
| 3   | Entertainment Event | 1) No objection certificate from venue  
2) Event owner passport copy  
3) Passport and photo copy for each performer (if new Performer) |
| 4   | Business Event     | 1) No objection certificate from venue  
2) Event owner passport copy  
3) Emirates ID if UAE citizen / UAE resident  
4) If Exhibition/Product launch for several company: list of all company that participate on the exhibition |
| 5   | Sports Event       | 1) No objection certificate from venue  
2) Event owner passport copy  
3) Event brief or sponsorship package |
| 6   | Charity and Religious Event | 1) No objection certificate from venue  
2) Event owner passport copy, Emirates ID, and company trade license  
3) Copy for a form of advertising material (if required)  
4) If auction – attached photo of items  
5) Passport copy and photo for each speaker/lecturer (if new) |
| 7   | Entertainment Activity Permit | 1) Passport and photo copy for each performer (if new Performer) |
| 8   | Shopping Mall Activity Permit | 1) Passport and photo copy for each performer (if new Performer) |
| 9   | Retail outlet Activity Permit | 1) No objection certificate from Mall (not yet implement)  
2) Passport and photo copy for each performer (if new Performer) |
| 10  | Private Activity (Notification) | 1) Event owner passport copy / Emirates ID |

- Review all event information.
- Submit your application
- Fees can be paid online by click on **Pay Online** button or click on **Pay Cash** to get your Event Number and pay later
2. Registration Process

➢ To register into e-Permit, perform the following steps:

1. First access the system by using the following URL: https://epermits.dtcm.gov.ae/
2. Click on Register for an Account button shown in the Home Page.

3. Read the General Disclaimer, and accept the terms by clicking on the check box, then click on Continue Application.

Figure 1: e-Permit Home Page
4. On the Registration Page, select the Registration Type option from drop down menu.
   There are two options (1) Organizer (2) Venue
5. For the Registration of type **Organizer**, fill the required fields shown below.

Note: company name, company address and company profile should be entered in Arabic Language. Company name should be entered exactly as in trade license.

![Figure 4: Registration Type-Organizer Option](image)

6. For the Registration of type **Venue**, fill the required fields shown below, and add the Sub Venues belonging to the venue (The name of the Sub Venue can be the same as the name of the Venue in case the Venue has no Sub Venue). **Note:** venue name should be exactly as in trade license and delete `http://`, if venue doesn’t have a website.

![Figure 5: Registration Type “Venue”](image)
7. To add sub-Venue, click on **Add a Sub-Venue** button.

8. The system will display the sub-venue information and fill the required fields then click on **submit**. Note: you can add unlimited sub venue and sub venue details should be entered in Arabic Language. Sub venue type: Ballroom, Bar, Garden, Hall, indoor playground, outdoor playground. Night club, pool, pub, restaurant, tent.
9. In the Contact Information section, click **Add New** to add new contact to the system.

![Figure 8: Add Contact Information For e-Permit System](image)

10. The pop-up contact information will appear, enter user information and click on **Continue** button to continue the registration.

![Figure 9: Contact Information for e-Permit System](image)
7. Click **Add New** to add event coordinator information (venue account)

![Add New to add event coordinator information](image1)

**Figure 10: Event Coordinator**

8. The pop-up contact information will appear, enter event coordinator information and click on **Continue button** to continue the registration.

![Continue button to continue the registration](image2)

**Figure 11: Event Coordinator Information**

9. Click on **Continue Application** button to continue the registration.
10. Upload the License you entered its information previously and passport copy for event coordinator, Emirates Id For system user and NOC for registration, then click Continue Application.

11. Click on locate me button to define venue location, then click on Continue application button.
12. The review page will appear, review all information and click on Edit button to make Changes if needed, at the end click on Continue Application to submit the information.
13. The system will display the submission status page and displays your **Record Number**. An
e-mail will be sent to the contact added in the Registration with the username and an
automatically generated password. The account will remain inactive until DTCM approves the
registration within 2 working days, site inspection may be required for venue, then another
notification will be sent stating that the account is now active and to login with the credentials
sent in the previous e-mail. At first Login you will be asked to change your current password and
set a new one.

![Registration](image)

*Figure 15: Registration-Record Number*
2. Login to System

1. Access the system by using this URL: [https://epermits.dtcm.gov.ae/](https://epermits.dtcm.gov.ae/)

2. Enter your username and password and click on **Login**.

3. At the first login, you will be asked to change your current password and set a new one.

4. The system dashboard will have main sections: Fees, Missing Info, Issued, in progress, Saved and Cancelled.

   - Fees section: list of records pending for payment.
   - Missing Info section: list of application that have missing information and require amendment.
   - Issued section: list of issued approval permits.
   - In progress section: list of issued pending applications.
   - Saved section: list of saved applications
   - Cancelled list of: list of cancelled applications
5. **Missing Info section**: list of applications that have missing information and require amendment. Click on **Comment** to know what information needs to be updated and click on **Amend button** to amend the transaction.

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**Figure 17: e-Permit Dashboard**

**Figure 18: Missing info Section**
6. Issued section: display list of issued approval permits, click on record ID to print permit or click on Amend button if you need to amend / update permit information.

![Image of Issued Permit Section](image1.png)

**Figure 19: Issued Permit Section**

7. In progress section: list of issued pending applications.
8. Saved section: list of saved applications, click on Continue to open draft transaction and submit it.
9. Cancelled list of: list of cancelled applications

![Image of In progress, Saved, Cancelled Permit Section](image2.png)

**Figure 20: In progress, Saved, Cancelled Permit Section**
3. Add New Event (Organizer Account)

Once you login to e-Permit, please click on Add New Event.

Note: event is conducted on daily bases and organizer should apply for it and he can apply before 6 months to that event.

There are several steps that you should follow to submit a new event.

1. Starting with the Event Main Information page, fill the required fields shown below.
   Note: Some fields will be automatically filled with the information taken from the logged in account.
2. In classification section, chose the type of event, chose the activities that are related to main event type classification.

3. In date and time section, click on Add Event.
4. Select required fields shown below. Then click **Submit**.

**Note:**
- ✓ System will display only the registered Venue Name and Sub Venue.
- ✓ If you are not be able to find venue that means the venue not yet register.
- ✓ Event organizer not allowed to conduct an event in Night Club, Pub, Bar, Meeting Room and Restaurant.
- ✓ Event Start Date should be at least 3 working days exclude the date of submission.

![Figure 25: Date and Time and Location](image)

5. Click on **Continue Application button**.

![Figure 26: Date and Time and Location](image)
6. In Contact page, click on **Add New** for Event Owner details.

![Figure 27: Date and Time and Location](image)

7. Enter Event owner details then click on **Continue**.

![Figure 28: Event Owner Details](image)
8. Click on Add New to add participants.

![Figure 29: Add Event Participants]

9. Please enter all performer/participant details, then Click on Continue.

![Figure 30: Add Event Participants Details]
10. For Business event, enter all speakers’ details, then Click on Continue.

Figure 31: Add Event Participants Details

11. After the contact information is added successfully, click on Continue Application.

Figure 32: Add Event Participants Details
12. Select Geographical Area and the industry type (for business event only), Click on **Continue Application**.

![Figure 33: Additional Information Page.](image)

13. In Attachments page, attach the required documents (if required) by clicking on **Add**. Then Click on **Continue Application**. Kindly note that music box and karaoke not require to add performer and not required to upload documents.

![Figure 34: Additional Information Page.](image)
14. The Review page will appear to review all information. If needed, click on Edit button to make changes, at the end click on Continue Application to submit the information.

15. The system will display list of application fees and the Permit fees Amount. Click on Pay online to access payment gateway or click on Pay Cash to get your Event Number and pay cash/cheque at DTCM.
16. If you click on **Pay Cash**, The system will display the submission status page and display your Event Number. Click on **Print/view Summary** button to print payment voucher.

![Image of Permit Platform]

**Figure 38: Record ID**

**Important note:**

The timeline of permit application processing is Maximum 3 working days and the application will be processed after the payment is done, this period may vary based on the type of event and activities. Unpaid application will be cancelled automatically from system before (3) working days prior to event date. Additionally, unpaid amendment application will be cancelled automatically from system before (3) working days prior to event date (excluding date of submitting the application).
4. Add New Activities (Venue Account)

1. Venues can apply for recurring activities, to add new activity click on **Add Entertainment Activity**. Note: Activity is daily and repetitive activity that venue should apply for it and validity of permit will be maximum 3 months.

   ![Figure 39: Venue Dashboard](image)

   **Figure 39: Venue Dashboard**

2. There are several steps to add new activity, starting with the Activity Information page, fill the required fields shown below. Note: Some fields will be automatically filled with the information taken from the logged in account. For activity profile, kindly add summary of activity and entered the date if that activity for specific date.

   ![Figure 40: Main Information Page](image)

   **Figure 40: Main Information Page**
3. Select activities and select Location and date, then click on **Continue Application** Button.

![Figure 41: Activities and Location Section](image)

4. In the Performers Information page, to add new contacts/performers click on Add New button.

![Figure 42: Performer](image)
4. The pop-up contact information will appear, fill the required fields for performer information then click on Save and Close. To add another performer, click on save and add another.
5. If you want to add previous performer, click on look up button, and search for that performer.

6. After the contact information is added successfully, click on Continue Application.
6. In Attachments page, attach the required documents (if required) by clicking on Add. Then Click on Continue Application. Kindly note that music box and karaoke not require to add performer and not required to upload documents.

7. The Review page will appear to review all information. If needed, click on Edit button to make changes, at the end click on Continue Application to submit the information.
8. The system will display list of application fees and the Permit fees Amount. Click on Pay online to access payment gateway or click on Pay Cash to get your Event Number and pay cash/cheque at DTCM.

Figure 46: Fees Page

9. Click on Pay Cash, The system will display the submission status page and display your Event Number. Click on Print/view Summary button to print payment voucher.

Figure 46: Record ID
5. Payment

1. If the user click on pay cash button, the system will display application number. The record will display in Fees section and you have to click on it to start payment process.

2. Click on Fees, the system will display the list of pending fees application. The user have option whether pay online (Pay fees button) or pay offline at DTCM (confirm payment button just for bank transfer).

3. If the user click on Pay online button, the system will allow him to access payment gateway and start payment process.
4. In addition, if the user want to pay cash or cheque, he has to come to DTCM and pay the fees to cashier and the application will be activated and goes into in progress status.
5. If the user want to transfer fees to DTCM Bank account, click on **Confirm Fees** button.

6. In Payment Confirmation Information section, fill the required fields shown.
7. Then upload payment receipt by click on **Add** button. Click on **Continue Application** button.
8. The system will display the e-Permit payment information, review all information and click on **Edit** to make changes or **Continue Application** button.

![Figure 49: Bank Transfer](image)

9. The system will display the Record Number and the user will need this Number in order to check Application’s status. Note: no need to come to DTCM to confirm the payment

![Figure 50: Bank Transfer Record ID](image)
6. Account Management

1. To view and manage the user account click on Account Management

   ![Figure 51: Account Management](image1)

2. Click on Edit to update account information (Reset Password)

   ![Figure 52: Update Account Information](image2)
According to executive resolution No 2/2017, associations and CPD (Continues professional development) events are exempted from 10% ticketing fees, therefore we would like to take this opportunity to brief upon this guideline to show how to request for exemptions.

➢ Who can apply for business association/academic institution events with 10% ticketing fees exemption?
  − Registered venues and event organizer companies on behalf of associations or Authorized CPD/CME

➢ What are the required Documents?

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Document Required</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continuous Professional Development (CPD) And</td>
<td>Letter from event organizer who is providing CPD/CME program.</td>
<td>• Local/ regional/international CPD</td>
</tr>
<tr>
<td>Continuous Medical Development (CME) events</td>
<td></td>
<td>• Confirmation from event organizers of element of the event that provide a professional or academic development for attendees example (Credit hours the program offering or schedule of the training or overall objective of such CPD).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Event Name</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Event Date and time</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Event description</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Event location</td>
</tr>
<tr>
<td>Association Events (non-profit organization)</td>
<td>Letter and Registration document from association, society, federation or club</td>
<td>• Letter head should be issued by the Association stating that they are event owner</td>
</tr>
<tr>
<td></td>
<td>stating that the event is owned or organized by them</td>
<td>• Event Name should be mentioned on the Letter</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Event Date should be mentioned on Letter</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Letter head stamp is not mandatory</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• License copy association (Local/regional/international)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• License validity is a must</td>
</tr>
</tbody>
</table>

➢ Does Fees Exemption apply on all types of events?
  − No, only business events for (Academic Institution )CPDs and Associations.

➢ Is it possible to amend my issued permit and request for 10% fees exemption?
  − Yes.

➢ Will my permit get rejected if 10% request is rejected by DTCM?
– No, DTCM is only approving/rejecting 10% ticketing exemption request and not the event.

➢ **My request is rejected and I got a new document, can I apply for another request?**
  – Yes, by amending issued permit, you can request again for 10% ticketing exemption.

➢ **Are documents with different languages accepted?**
  – No, only Arabic and English, for other languages, document should be translated into English language and stamped from Authority.

➢ **My association license will expire in 7 months, and my event will be in 10 month, can I apply for exemption?**
  – No, you can apply for event permit and after the license is renewed, amend the permit and apply for 10% ticketing fee exemption.

➢ **Who can I contact for further information?**
  – You can contact our epermit team through email epermit@dubaitourism.ae and/or through our call center 6000-5555-59.
Step 1:
- Login to e-Permit platform
  https://epermits.dtcm.gov.ae

Step 2:
- Click on Add New Event
Step 3:

- Fill in event details section.
- Click on add activities
  - Select Business
  - Select Association or academic institution
  - Select activity (ex. Seminar)
- Click Next

Step 4:

- Click Submit
Step 5:
- Add Event owner information
- Add Speakers information

Step 6:
- Fill in Audience and Industry section
- Select Request 10% ticketing exemption

Click Continue Application

Step 7:
- Attach required documents

Note: CPD Letter is mandatory attachment. (in case document is not available return to previous page and uncheck request for 10% ticketing exemption option)

Click Continue Application
Step 8:

- Click on pay online to pay permit fees using credit card
- Or click on pay cash to pay permit fees at DTMC cashier.

Step 9:

- Note the permit number

Click Continue Application

➢ After the permit is issued, 10% ticketing fees exemption will be display on the permit.
Thank You

If you require any further assistance, please don’t hesitate to contact us on:

Tel: 600555559
Email: epermit@dubaitourism.ae