

Dubai Tourism and Commerce Marketing Department

Tourism Dirham E-System - FAQ

1. What are the technical requirements needed to use the "Tourism Dirham e-System"?
 - A working Internet Connection
 - A Mac, Windows, or Linux PC
 - Chrome, Firefox, Internet Explorer (ver. 9 & up), Opera, or Safari Browser.

2. How to register for a new user account for your establishment?

DTCM has already provided the Registration ID for each establishment. Please contact your establishment GM for the registration ID.

To register for a user account, navigate to the Tourism Dirham web page. Select → new users → Register for an Account and follow the steps.

Step 1: Accept terms and conditions

Step 2: Specify the DTCM ID of your hotel as provided during initial system launch

Step 3: Specify the desired username, email address, Password and Password verification, Security question and answer.

Step 4: Specify the contact information

Step 5: Submit the information and wait for your account approval notification from DTCM

3. How to login to the Tourism Dirham e-System?

Step1: Navigate to the Tourism Dirham website URL provided

Step2: Navigate to login screen of the system

Step3: Enter the username and password provided

Step4: click Login.

4. What if I am managing a new hotel launched after Tourism Dirham was launched?

Step1: Currently you need to manually request a username and password along with Hotel ID to be created. Please contact DTCM call Centre on 600 555559.

5. How to "Check in" a guest through Tourism Dirham e-System?

Step1: Click "Check in" from the Main menu

Step2: Fill the fields Room or unit number, Check in date, Check in type (normal or for In house), Exemption (yes / no).

6. Check in process screen says “Room is occupied” –what does it mean?
This means that another guest has already checked in. The only option you have is to “Check out” the Checked in room (if the room is really vacant).
7. During Check in process system says “Room entered does not exist in the system, and will be added.” What does it mean?
The Room specification (number of bedrooms) is a prerequisite for the Check in transaction. Hence if the specified room number is not available in the system, the system will prompt for the number of bedrooms and the unit / room will be added to the system automatically and it needs to be specified only once.
8. What is a Check in type field and what is the significance of this field?
The available options for the Check in type field are Guest and In-house. Guest – Normal guest check in and Tourism Dirham fee is applicable for this option. In-house- This type of check in is meant for checking in the hotel staff only and Tourism Dirham fee is not applicable for this option. However, these details should be captured by the system.
9. What is the significance of Guest Information block in the Tourism Dirham system?
During the check in process, the establishment’s front office must specify all the guests who are checking in the room. The fields are First name, last name, birth date, Passport number, Nationality, Mobile phone, email and Relationship (relationship to the main contact).
10. How to “Check out” a guest through Tourism Dirham e-System?
Step1: Click on the “Occupancy Check out” from the main menu, to open the Check out Application.
Step2: Specify the room or unit number, Check out date, check out type (Normal, cancellation, and room change)
11. How to perform “Cancellation” of a check in room? Will Tourism Dirham fee calculated for a cancelled room?
Cancellation option is available as part of the Check out application. Specify the Check out type as “Cancellation”. No Tourism Dirham fee will be calculated for this option if the cancellation is made within the same day.
12. How to change the room of an already check in room?
“Change room” option is available as part of the Check out application. Specify the Check out type as “Change room”. You can then perform a second Check in of the new room.
13. Can I modify the Check in Check out records in the system?
Each Establishment has a 10 day grace period after each month end to review & edit their records for the previous month. After this 10 day grace period, all records created in the

previous month are locked, disallowing editing for 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 GM notifying them that their Tourism Dirham invoice has been generated and ready for review and payment.

14. What are the professional "Passport scanners / scanning solutions" supported by Tourism Dirham e-System?

Currently DTCM Tourism Dirham system supports all professional scanning solutions. These scanning devices directly read the passport information from the Guest passports along with all the necessary information needed for the Tourism Dirham e-System.

15. Can I save the data in the "Check in" process screen and retrieve it later?

Yes. You can use the save and resume later button at any point of time during the process. Note that saved Check Ins will not be reflected on the back end until submitted.