

Sharjah Hotel Statistics System User Manual (English)

Sharjah Commerce and Tourism Development Authority
SCTDA

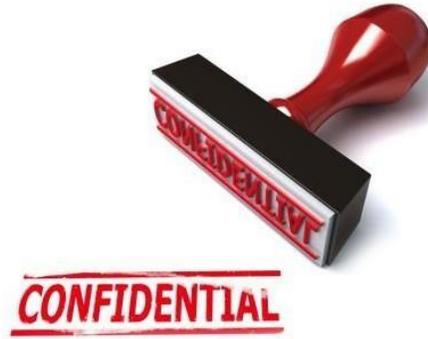
03/02/2020

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INTRODUCTION

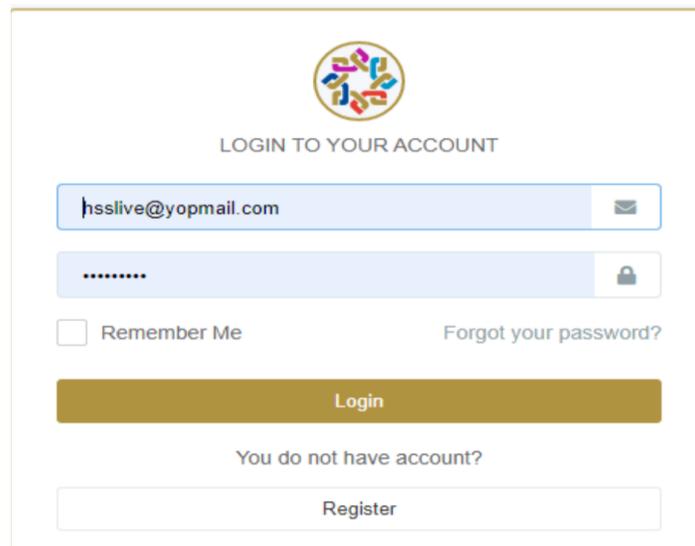
The Hotel Statistics System (HSS) will be used by Sharjah Hotels to enter all guest bookings into the system

day by day, as well as to manage and update other information such as contact details and employee's information list. The purpose of this manual is to show the user how to use HSS system and how to manage the hotel profile. HSS system using Daily and Monthly functionality with two separate URLs

1. Daily Page
2. Monthly Page

Daily Page

The **Daily Transaction** page is used by the clerk to log the booking of the guests upon check- in.
Hit the URL to access Daily Page <https://hsslive.sharjahtourism.ae/>



LOGIN TO YOUR ACCOUNT

Remember Me [Forgot your password?](#)

Login

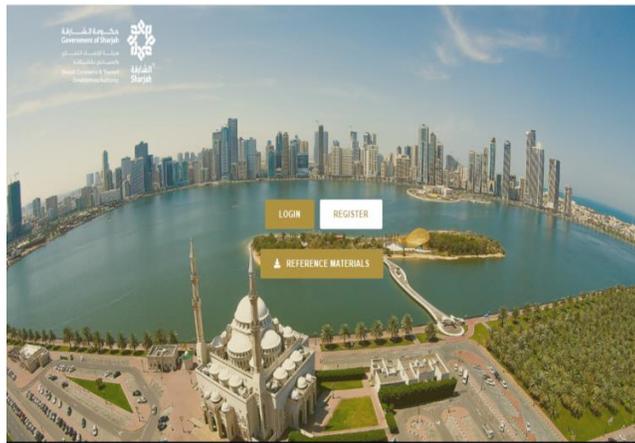
[You do not have account?](#)

Register

Monthly Page

The Monthly Transactions page is used to document the general performance of the hotel monthly and will also replace the current HSS system. The web monthly transaction process is different than the daily one, as the webpage cannot be accessed except at specific times, the period in which the webpage is open is the first day of every month until the 10th. You will receive an email notification every time it opens and two days before it closes. The two systems (daily) and (monthly) complement each other. You cannot use either one, you have to use them for a complete report submission.

Hit the URL to access Monthly Page <https://hssbeta.sharjahtourism.ae/>





LOGIN TO YOUR ACCOUNT

Remember Me [Forgot your password?](#)

Login

You do not have account?

Register

1 Daily Transaction

1.1 Login

At the page shown below image, the user can log in with the username and password provided by the Sharjah Commerce and Tourism Development Authority. Hit the below URL to login into Daily Page

URL: <https://hsslive.sharjhtourism.ae/>

A screenshot of the login form on the Sharjah Commerce & Tourism Development Authority website. The form is titled 'LOGIN TO YOUR ACCOUNT' and features the authority's logo at the top. It includes a text input field for the email address 'hsslive@yopmail.com', a password field with masked characters, a 'Remember Me' checkbox, and a 'Forgot your password?' link. A gold 'Login' button is positioned below the input fields, and a white 'Register' button is at the bottom, preceded by the text 'You do not have account?'.

1.2 Daily Transaction

1.2.1 Check-In

The user can start entering the booking details once a guest arrives to check in by doing the following

1. Fill all fields.
Note: (Room rent should be greater than zero).
2. User can Move from one field to another field by pressing the **Tab** Key.
3. Press **Add Guest** If need to add more Guest's records.



Daily Transactions

Government of Sharjah
Sharjah Commerce & Tourism Development Authority

ABC Hotel abc
Logout

New Booking

Booking Ref#	Checkin	Booking Method	Guest Type	Room #	Residency Country	Nationality	Guests	Room Rent	Meal Included	Commands
1	29/October/2019	Tour Operate	Leisure	103	UAE - Sharjah	UAE	2	0.00	<input type="checkbox"/>	Checkin Add guests

- 4 Press **Check-In** to finalize the booking After Check-In records will be show on Booking Transaction's Grid.



Daily Transactions

Government of Sharjah
Sharjah Commerce & Tourism Development Authority

ABC Hotel abc
Logout

New Booking

Grid 1: Check-In

Booking Ref#	Checkin	Booking Method	Guest Type	Room #	Residency Country	Nationality	Guests	Room Rent	Meal Included	Commands
1	29/October/2019	Tour Operate	Leisure		UAE - Sharjah	UAE	2	0.00	<input type="checkbox"/>	Checkin Add guests

Grid 2: Booking Transaction Grid

Booking Ref#	Checkin	Guests	Guest Type	Rooms	Booking Method	Room Rent	Meal Included	Residency Country	Nationality	Commands
		--Select--	--Select--	--Select--	--Select--	0.00	--Select--	--Select--	--Select--	Search Reset
11	28/10/2019	2	Leisure	112	Tour Operators	11.00	Yes	UAE	Sweden	CheckOut Add Guests Delete Edit

1.2.2 Add Guest

To add more guests, press the **Add Guest** button, so more guests will be added to a booking.

Following fields will be disable on Add guest page

- Room Rent.
- Room#.
- Booking Ref#.

User can enter data into following fields

- Check-In (Date).
- Booking Method (Drop down).
- Guest Type (Drop Down)
- Residency Country (Drop Down)
- Nationality (Drop Down)
- Guests (Number)
- Meal Included (Checkbox)

To delete a previously entered guest entry, Press the **Delete** button under the Commands column.

To create a new booking press, the **New Booking** button on the upper left to clear the fields.

Although every record added for new guests requires the population of the above fields, they share the same booking reference, Room# and Room rent.

Daily Transactions



Booking Ref#	Checkin	Booking Method	Guest Type	Room #	Residency Country	Nationality	Guests	Room Rent	Meal Included	Commands
11	28/10/2019	Tour Operators	Leisure	112	UAE Sharjah	Sweden	2	11.00	Yes	Delete

28/October/2019	Tour Operato	Leisure	112	UAE - Sharjah	UAE	2	11.00	<input type="checkbox"/>	Checkin Add guests
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1.2.3 Edit Record

To Edit Record Press, **Edit** button. Record will be populated to Grid 1 User can only update the following fields

- Booking Method
- Guest Type
- Residence Country
- Nationality
- Guests
- Room rent
- Meal Included

Booking Ref#	CheckIn	Guests	Guest Type	Rooms	Booking Method	Room Rent	Meal Included	Residence Country	Nationality	Commands
<input type="text"/>	<input type="text"/>	--Select--	--Select--	--Select--	0.00	--Select--	--Select--	--Select--	--Select--	Search Reset
123	17/12/2019	1	Other	103	Tour Operators	23.00	Yes	Ukraine	Swaziland	CheckOut Add Guests Delete Edit

Click on "EDIT". Record will be populated on Grid1 →

1.2.4 Search

Search Feature facilitate the user to search multiple records with one or more than one filters.

User can search with the following filters:

- Booking Ref#
- Check-in
- Guests/Guest Type
(Number of guests populated according to selection of Guest Type)
- Rooms
- Booking Method
- Room Rent
- Meal Included (Yes/No)
- Residence Country
- Nationality

Booking Ref#	Checkin	Guests	Guest Type	Rooms	Booking Method	Room Rent	Meal Included	Residence Country	Nationality	Commands
<input type="text"/>	<input type="text"/>	--Select--	--Select--	--Select--	--Select--	0.00	--Select--	--Select--	--Select--	<input type="button" value="Search"/> <input type="button" value="Reset"/> <input type="button" value="CheckOut"/> <input type="button" value="Add Guests"/> <input type="button" value="Delete"/> <input type="button" value="Edit"/>
11	28/10/2019	2	Leisure	112	Tour Operators	11.00	Yes	UAE	Sweden	

1.2.5 Reset

After search records will be display in the Grid. **Reset** button use to remove filter criteria on fields. After Search, Press **Reset** button filter will be remove from fields.

Booking Ref#	Checkin	Guests	Guest Type	Rooms	Booking Method	Room Rent	Meal Included	Residence Country	Nationality	Commands
<input type="text"/>	<input type="text"/>	--Select--	--Select--	--Select--	--Select--	0.00	--Select--	--Select--	--Select--	<input type="button" value="Search"/> <input type="button" value="Reset"/> <input type="button" value="CheckOut"/> <input type="button" value="Add Guests"/> <input type="button" value="Delete"/>
11	28/10/2019	2	Leisure	112	Tour Operators	11.00	Yes	UAE	Sweden	

1.2.6 Total #of Guest, #of Check-in

Booking Transaction Grid will show three text boxes in the below of the page.

- User can figure out Total # of guest, Total # of Rooms and Total # of Check-in easily.
- These fields are not editable.

Booking Ref#	Check-in	Guests	Guest Type	Rooms	Booking Method	Room Rent	Meal Included	Residence Country	Nationality	Commands
		--Select--		--Select--	--Select--	0.00	--Select--	--Select--	--Select--	Search Reset
65	30/10/2019	2	Leisure	103	Tour Operators	100.00	Yes	UAE	UAE	CheckOut Add Guests Delete Edit
65	30/10/2019	1	Leisure	110	Tour Operators	100.00	Yes	UAE	UAE	CheckOut Add Guests Delete Edit

Total # of Guests: 3

Total Rooms: 2

Total Check-ins: 2

1.2.7 Delete

Booking transaction Grid Show Delete button. This functionality helps out the user to Delete /Cancel booking.

Press **Delete** button to cancel booking of customer or Delete wrong entries.

Booking Ref#	Check-in	Guests	Guest Type	Rooms	Booking Method	Room Rent	Meal Included	Residence Country	Nationality	Commands
		--Select--		--Select--	--Select--	0.00	--Select--	--Select--	--Select--	Search Reset
65	30/10/2019	2	Leisure	103	Tour Operators	100.00	Yes	UAE	UAE	CheckOut Add Guests Delete Edit
65	30/10/2019	1	Leisure	110	Tour Operators	100.00	Yes	UAE	UAE	CheckOut Add Guests Delete Edit

1.2.8 Checkout

To Checkout a guest/booking do the following

1. User Press **Checkout** button from Booking Transaction Grid
2. Popup will be open with the following fields
 - Checkout Date (Read only)
 - Total (**Including taxes i.e. VAT, Municipality Tax, Service Tax**) (Read Only)
 - VAT (Total + Service Tax) * 5% (Read Only)
 - Municipality Tax (10 % of Total (Read Only))
 - Service Tax (10% of Total (Read Only))
 - Net Revenue (**Excluding taxes i.e. VAT, Municipality Tax, Service Tax**) (Read Only)
 - Others (Input Field) Numeric
 - F&B Revenue (Input field) Numeric
 - Break Fast (Input field) Numeric
 - Total F&B (Read Only)
 - Room Rent (**Including taxes i.e. VAT, Municipality Tax, Service Tax**) (Read Only)

User Press **Check-Out** button. **Note:** Once the user press **Check-Out**, they can no longer alter the details of the booking.

Booking Editor - 1

Check-Out Date
03/February/2020

Total (Including Taxes i.e. VAT, Municipality Tax, Service Tax)
10.00

VAT	Municipality Tax	Service Tax
0.55	1.00	1.00

Net Revenue (Excluding Taxes i.e. VAT, Municipality Tax, Service Tax)
7.45

Other
0

F&B Revenue	Breakfast
0	0

Total F&B
0.00

Room Rent (Including Taxes i.e. VAT, Municipality Tax, Service Tax)
10.00

Warning !
Once you hit "Check Out" button, you will not be able to change the booking.

Checkout Close

2. Checkout

Press **Report** icon from Left Menu bar.



It displays Checkout Report.

- Report have default Checkout records.
- User press **Search** button. Records display according to From and To date selections.
- Press “Check-in” radio button if user wants report of Check-in records according to Date selection.

From: 01/November/2018 To: 01/November/2019

Check-in
 Check-Out

search

Booking Ref	CheckIn	CheckOut	Rooms	Residence Country	Nationality
56	30/October/2019	31/October/2019	105	UAE	UAE
1	30/October/2019	31/October/2019	112	UAE	UAE
0	30/October/2019	31/October/2019	105	United Kingdom	Sweden
56	24/August/2017	31/October/2019	102	UAE	UAE
1	30/October/2019	31/October/2019	110	UAE	UAE

Total # of Guests	52
Total Rooms	6
Total Check-ins	6
Total Check-outs	29

2.1 Report's below page Description

Report's below page display following disable Text boxes according to Date selection

- Total # of Guests
- Total # of Rooms
- Total # of Check-ins
- Total # of Checkouts

Total # of Guests	52
Total Rooms	8
Total Check-ins	8
Total Check-outs	29

3. Help

To download User Manual, user Press **Help** from left Menu bar



- After press on Help display popup to download User Manual.
- System provide User Manual in two languages (English and Arabic).

Opening HSS User Manual - AR.pdf

You have chosen to open:

 **HSS User Manual - AR.pdf**
which is: Chrome HTML Document (1.6 MB)
from: http://localhost

What should Firefox do with this file?

- Open with Google Chrome (default)
- Save File
- Do this automatically for files like this from now on.

4. Logout

To logout from system User Press **Logout** button.



5. Monthly Transaction

Monthly Transactions page is used to document the general performance of the hotel monthly and will also replace the current HSS system. The web monthly transaction process is different than the daily one, as the webpage cannot be accessed except at specific times, the period in which the webpage is open is the first day of every month until the 10th.

You will receive an email notification every time it opens and two days before it closes.

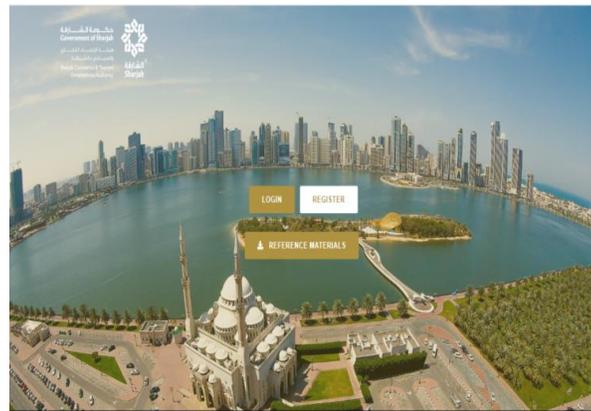
The two systems (daily) and (monthly) complement each other. You cannot use either one, you have to use them for a complete report submission.

5.1 Login

At the login page, the user is to login with User name and password provided by the Sharjah commerce and tourism Development Authority. Login screen will be the same for both Daily Page and Monthly Page. Username & Password are different for each user which define in the database.

Hit the URL <https://hssbeta.sharjhtourism.ae/>

It will redirect to Login page.

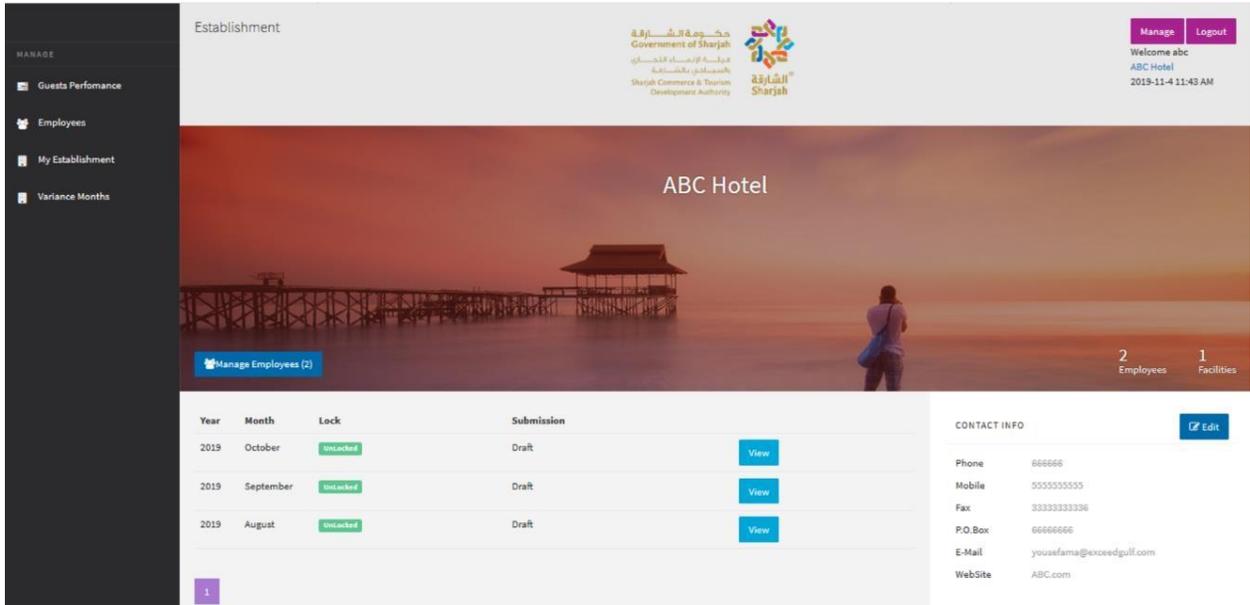
A screenshot of the login form interface. At the top is the Sharjah logo and the text 'LOGIN TO YOUR ACCOUNT'. Below this are two input fields: one for the email address (containing 'hssmonthly@yopmail.com') and one for the password (masked with dots). There are checkboxes for 'Remember Me' and a link for 'Forgot your password?'. A large 'Login' button is centered below the fields. At the bottom, there is a link for 'You do not have account?' and a 'Register' button.

هاتف 5566777 (6) +971 ، براق 5563000 (6) +971 ، ص.ب.26661، الشارقة، إ.ع.م.

Tel +971 (6) 5566777, Fax +971 (6) 5563000, P.O. Box 26661, Sharjah, UAE, info@sharjhtourism.ae, www.sharjahmydestination.ae

5.2 My Establishment

Once user is logged in, **My Establishment** page will be displayed.

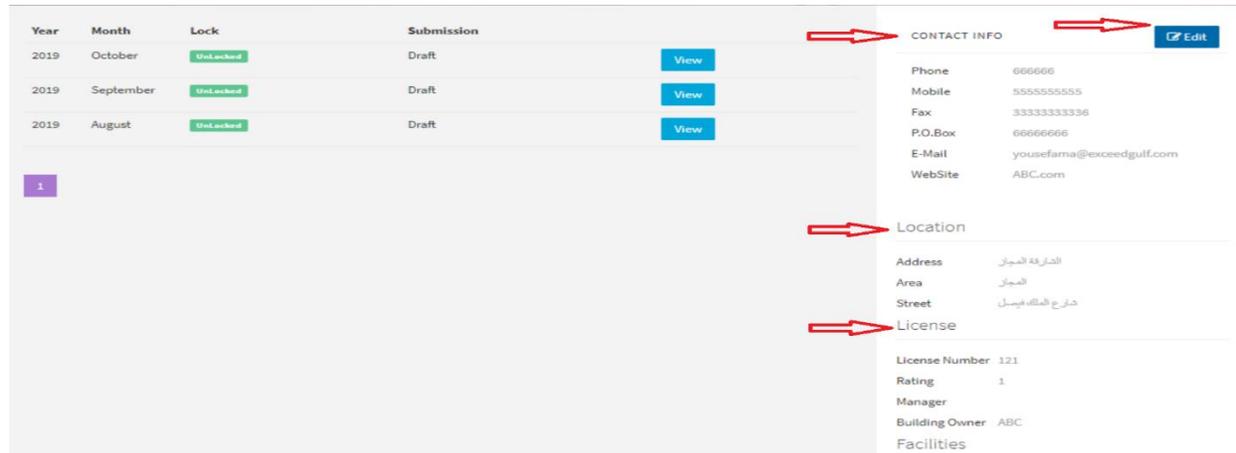


The screenshot shows the 'My Establishment' page for 'ABC Hotel'. The page includes a sidebar menu with options like 'Guests Performance', 'Employees', 'My Establishment', and 'Variance Months'. The main content area features a header with the hotel name and logo, a 'Manage Employees (2)' button, and a table of submission records. A 'CONTACT INFO' panel is located on the right side, containing details such as phone, mobile, fax, P.O. Box, E-Mail, and WebSite. The table below shows submission records for the years 2019, with months October, September, and August, all marked as 'Unlocked' and 'Draft'.

Year	Month	Lock	Submission	
2019	October	Unlocked	Draft	View
2019	September	Unlocked	Draft	View
2019	August	Unlocked	Draft	View

The Page contains the following information

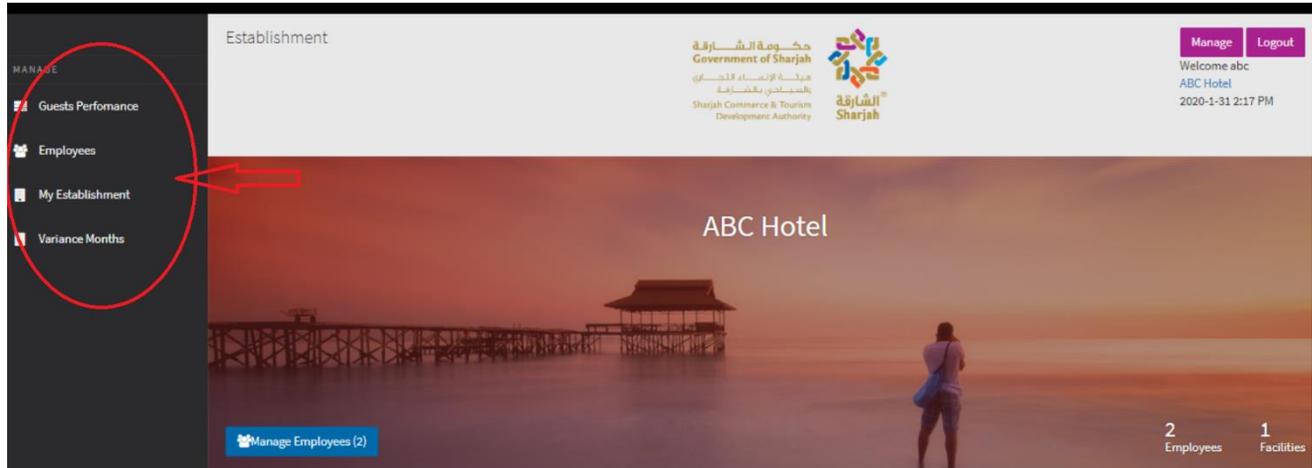
- **Hotel Information:** Contact and Location info display on right side. **Note:** to edit the information, press the Edit button



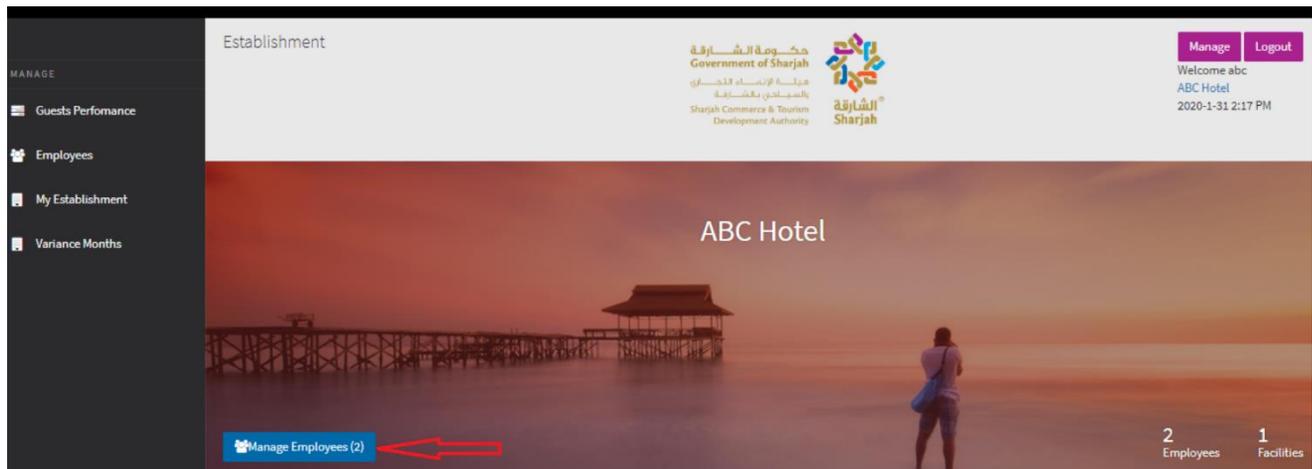
This section provides a detailed view of the 'CONTACT INFO' and 'Location' sections. The 'CONTACT INFO' section includes fields for Phone, Mobile, Fax, P.O.Box, E-Mail, and WebSite. The 'Location' section includes fields for Address, Area, Street, License Number, Rating, Manager, Building Owner, and Facilities. Red arrows in the image point to the 'Edit' button and the 'Location' section.

Year	Month	Lock	Submission	
2019	October	Unlocked	Draft	View
2019	September	Unlocked	Draft	View
2019	August	Unlocked	Draft	View

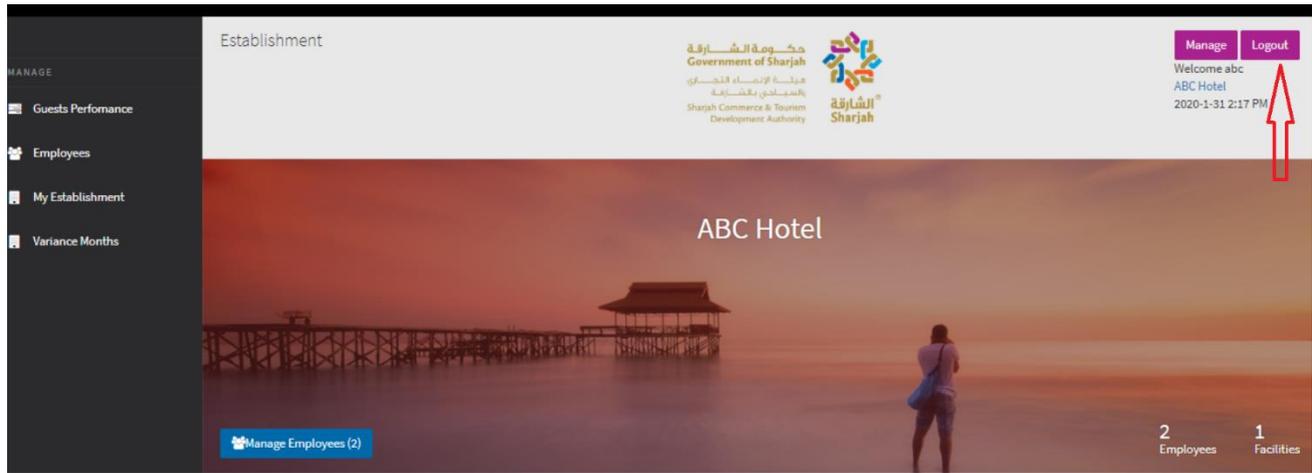
- **Navigation Menu:** It's on the left side. It is use to navigate the different pages in the application



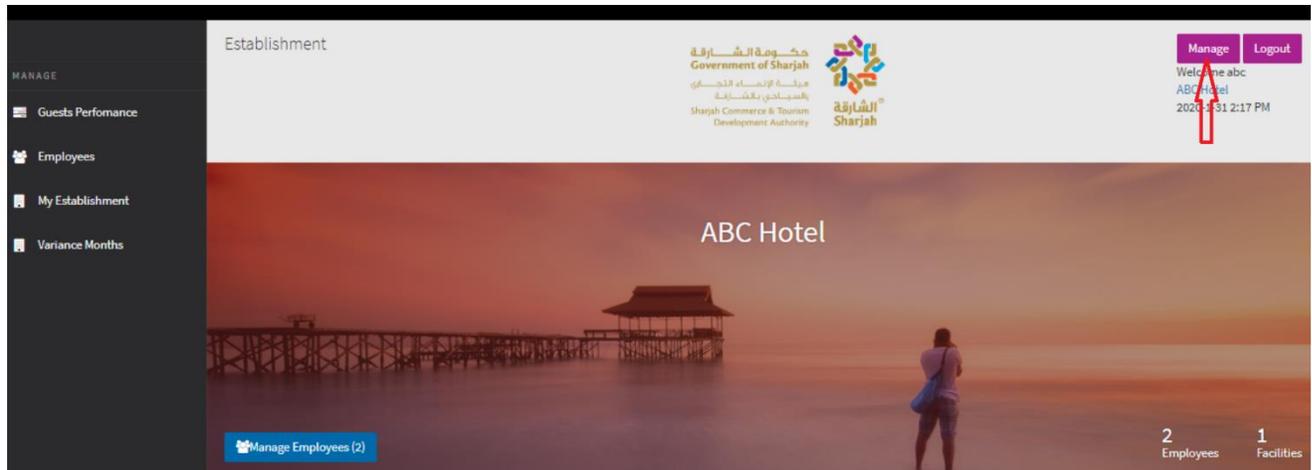
- **Manage Employees:** This button use to transfer the user to the Employees page.



- **Log Out:** The Log out button Log the user out of the system



- **Manage:** Transfer the user to the profile management page.



Pressing the Manage button at the upper right of any page, the user is transferred to the **Profile Management Page**, where he/she can perform the following tasks

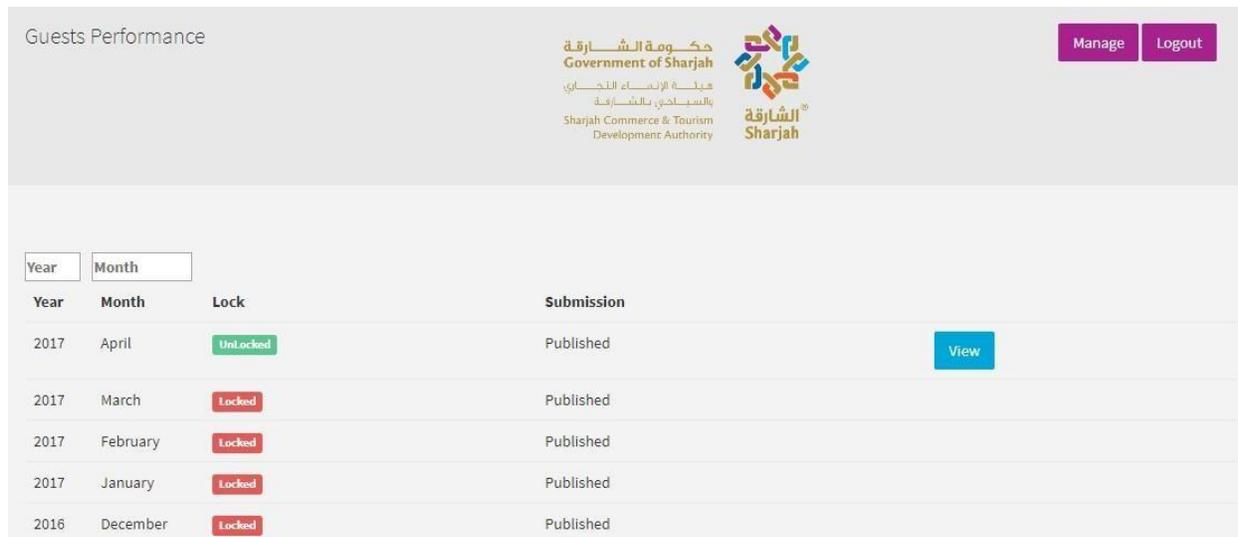
- **Change Password:** Ability to change the current password.
- **System Language:** Browse available languages and apply one.



The screenshot shows the 'Manage' page for a user. At the top, there is a header with the Government of Sharjah logo and navigation buttons for 'Manage' and 'Logout'. Below the header, the main content area is titled 'Manage your Profile' and contains two buttons: 'Password' and 'System Language'.

5.3 Guest Performance

Using the navigation menu, you can reach the **Guests Performance** page.



The screenshot shows the 'Guests Performance' page. It features a header with the Government of Sharjah logo and navigation buttons for 'Manage' and 'Logout'. Below the header, there is a table with columns for 'Year', 'Month', 'Lock', and 'Submission'. The table contains five rows of data, with the first row for April 2017 having a 'View' button.

Year	Month	Lock	Submission
2017	April	Unlocked	Published View
2017	March	Locked	Published
2017	February	Locked	Published
2017	January	Locked	Published
2016	December	Locked	Published

The page contains a table with the following fields.

- **Year:** The year covered by the report.
- **Month:** The month covered by the report.
- **Lock:** If it's locked or unlocked for viewing.
- **Submission:** If it's published or not published. **Note:** Published reports cannot be edited, only viewed.
- **View:** You can view the report by pressing the View button. Note: This is the same button as the one in the **My Establishment** page

5.4 Monthly Guest Data

By viewing unlocked report using the **View** button, you are sent to the Monthly Guests Data Page.

This page includes two tabs

- Performance Data.
- Monthly Guests Data

5.4.1 Performance Data

In this form, the user must enter/update the following information

- Number of rooms under maintenance.
- Number of available beds.
- Number of beds rented.
- Other Revenue.
- The Municipality Tax.

The boxes in grey are calculated automatically from the data during the month. On the right is the following information regarding the report: -

- **Status:** If it's locked or unlocked.
- **Submission:** If it's published or not published and the option to publish it.
- **Time of Submission:** Including the year; Month and time of unlocking.

Performance Data		Monthly Guests Data	
Hotel Capacity	16	UnLocked	
Rooms Under Maintenance	0	Published	
Operational Rooms	16	This Month has been Published	
Room Nights	475	Monthly Performance Submission	
Available Beds	22	Year	2017
No. of Beds Rented	606	Month	April
Room Revenue (AED)	65770	Open Date	Tuesday, May 9, 2017
Total Number of Guests	316	Lock Date	Tuesday, May 16, 2017
Total Number of Guests Nights	807		
Food & Beverage Revenue (AED)	1		
Other Revenue (AED)	1		
Municipality Tax	0		

5.4.2 Monthly Guests Data

The other tab shows a more detailed table view of the guests.

Performance Data		Monthly Guests Data				
Nation	Sub Nation	Country	Guests	Guest Nights	Stay	Room Nights
Arab			182	444	2.439560	
	UAE		12	58	4.833333	
	GCC		154	285	1.850649	
		Bahrain	4	6	1.500000	
		Oman	133	235	1.766917	

The table contains the following columns, which are automatically filled from the daily system transaction of the booking records:

- Nation.
- Sub Nation.
- Country.
- Guests.
- Guests Nights.
- Average Length of Stay
- Room Nights.

The user can use this table to verify confirm the numbers of the guests, guest nights, and rooms nights by nationality.

These data should be matching the actual records of the hotel.

5.5 Employees

The last page is the Employees page, which stores the details of the employees working at the hotel, each month, the user must check and update the records of all employees working at the hotel should there be any changes. This is considered as a good tool to keep track of the total number of employees working in the hotel, which in return can help SCTDA highlight the months in which hotels are overloaded, busy or have manpower shortages.



Establishment	Full Name	Nationality	Gender	Title	Join Date	Birth Date	
ABC Hotel	Yousef	Hungary	Male	Finance	11-7-2017	27-11-2001	Resignation Delete
ABC Hotel	employee2	Armenia	Male	Job2	2-8-2017	9-9-1994	Resignation Delete

The table contains the following fields which must be entered for all employees working in the hotel.

- Establishment
- Full Name.
- Nationality.
- Gender.
- Title (Designation.
- Join Date
- Birth Date.

The User perform the following tasks: -

- **New:** Press the New button to add a new employee record which will open the **Employee**
- **Search:** Use the search bar at the upper left to search for a specific employee.
- **Refresh:** Press this button to reload the browser.
- **Edit:** Press this button to update employee information in the **Employee Editor**
- **Resignation:** Press the button to resign the employee.

5.5.1 Employer Editor

The employee editor opens once the user adds a new employee or edits an existing one.

Note: All Hotel Employees must be recorded once, thereafter, can be updated according to new recruitment or resignation.

Employee Editor ×

Full Name

Gender
Male ▼

Job Title

Nationality
Afghanistan ▼

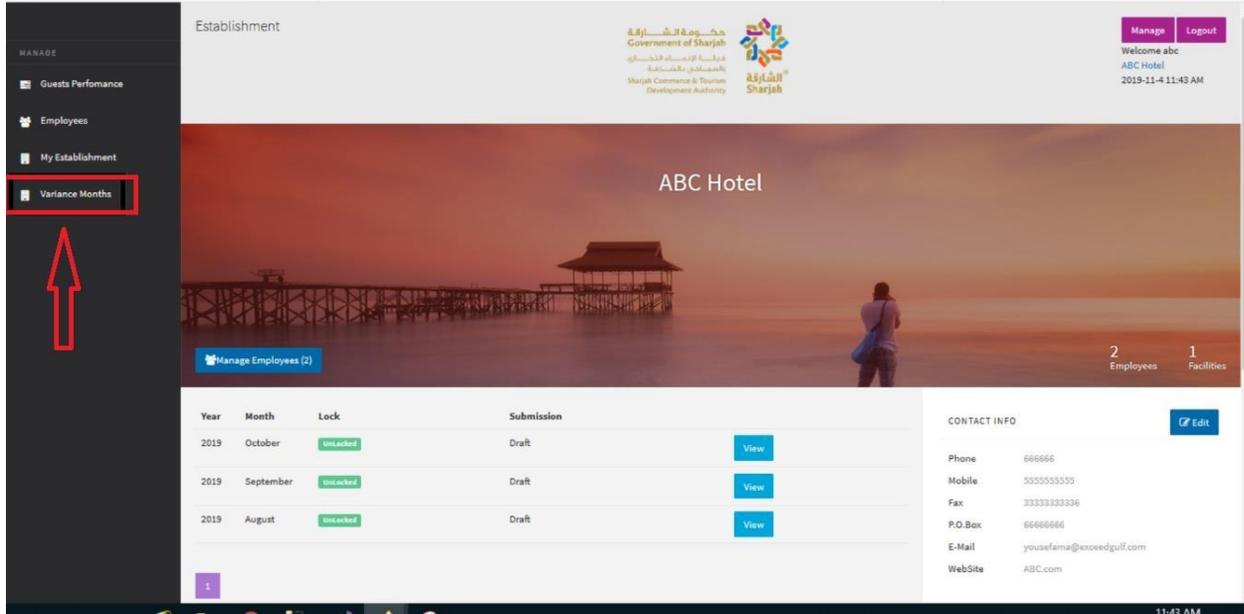
Birth Date

Join Date

6. Variances Months

Press **Variance Months** Link from Left Menu.

The page contains a table with the following fields:



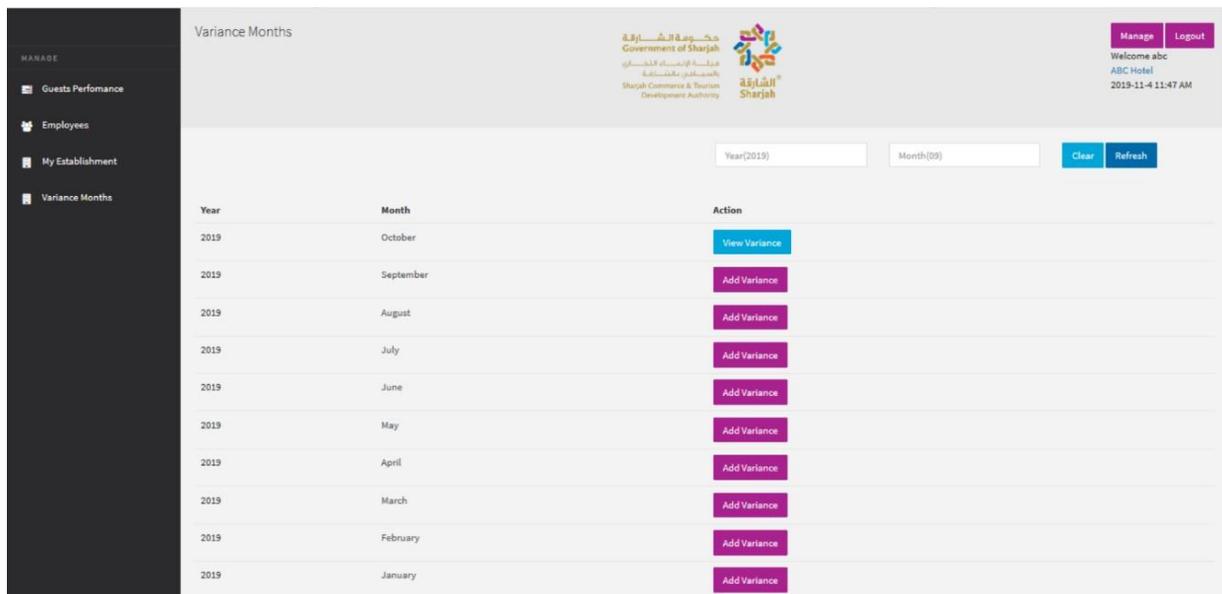
Year	Month	Lock	Submission
2019	October	Unlocked	Draft View
2019	September	Unlocked	Draft View
2019	August	Unlocked	Draft View

6.1 Monthly Variance Page

Monthly Variance table shows the monthly total for all the guests who have been checkout from hotel. Suppose if the user check-in on 27th of Jan and checkout on 15th of Feb, in this case variance will be added or deducted in order to get correct monthly totals. In simple words, we can say variance adjust the differences of the added amount.

Monthly Variance page open with the following functionality

- Add Variance
- View Variance
- Search
- Pagination



Variance Months

Year(2019) Month(09) [Clear](#) [Refresh](#)

Year	Month	Action
2019	October	View Variance
2019	September	Add Variance
2019	August	Add Variance
2019	July	Add Variance
2019	June	Add Variance
2019	May	Add Variance
2019	April	Add Variance
2019	March	Add Variance
2019	February	Add Variance
2019	January	Add Variance

6.2 Add Monthly Variance

Press **Add Variance** button to Add Variance. User Add Variance with positive and Negative numeric values. Press Submit button to save variances.

My Establishment

Variance Months

Monthly Variance

	Monthly Totals	Monthly Variance	Revised Monthly Totals
Gross Revenue	285	0	285
VAT	15.67	0	15.67
Municipality Tax	28.5	0	28.5
Service Tax	28.5	0	28.5
Net Revenue	212.33	0	212.33
Other	100	0	100
F&B Revenue	100	0	100
Breakfast	0	0	0
Total F&B	100	0	100
Room Rent	85	0	85

[Submit](#)

6.3 View Monthly Variance

Press **View Variance** button to View added monthly variance for a specific month.

My Establishment

Variance Months

Monthly Variance

	Monthly Totals	Monthly Variance	Revised Monthly Totals
Gross Revenue	7453.46	731.22	8184.68
VAT	464.59	568.73	1033.32
Municipality Tax	745.34	573.72	1319.06
Service Tax	752.94	573.72	1326.66
Net Revenue	5490.59	683.71	6174.3
Other	1107.06	581.22	1688.28
F&B Revenue	1984.8	581.22	2566.02
Breakfast	1169.6	581.22	1750.82
Total F&B	3325.5	606.22	3931.72
Room Rent	3020.9	656.22	3677.12