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والسيــاحي بالشــارقة
Sharjah Commerce & Tourism
Development Authority

الشارقة
Sharjah

# Sharjah Hotel Statistics System
# User Manual
# (English)

Sharjah Commerce and Tourism Development Authority
SCTDA

15/06/2023

هاتف 5566777 (6) 971+ ، براق 5563000 (6) 971+ ، ص.ب26661، الشارقة، إ.ع.م
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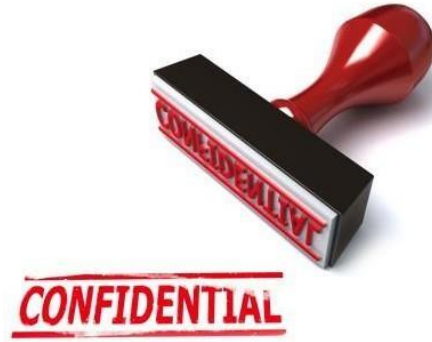Sharjah Commerce & Tourism
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# Contents

# 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

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# 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/

## HOTELS STATISTICS SYSTEM

Log in

Forgot Password?

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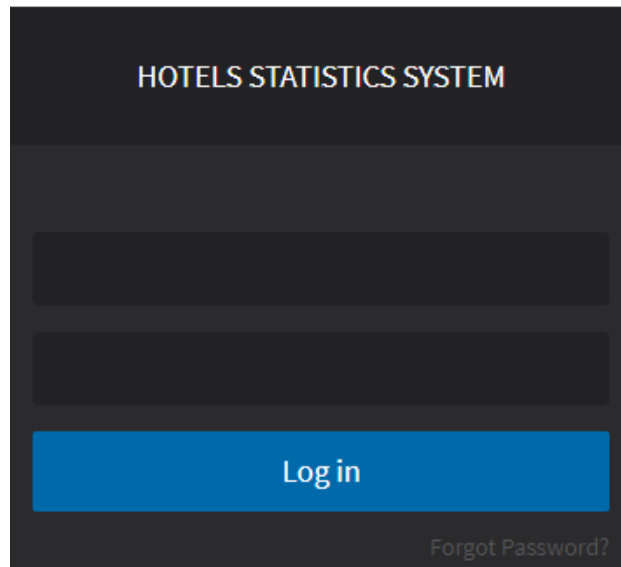
# Monthly Page

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/

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# 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.sharjahtourism.ae/

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## 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.



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

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## 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.

Note: we can add new rooms with the same booking reference (this is the case for group Check-in).

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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 |
|---|---|---|---|---|---|---|---|---|---|---|
|  |  | ---Select--- ▼ | ---Select--- ▼ | ---Select--- ▼ | ---Select--- ▼ | 0.00 | ---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 ⟹

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## 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



## 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.

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## 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.



## 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.

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## 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)

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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

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# 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.

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## 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 Guest Nights
- Total # of Check-ins
- Total # of Checkouts

| | |
|---|---|
| Total # of Guests | 10 |
| Total Rooms | 4 |
| Total Guest Nights | 692 |
| Total Check-ins | 0 |
| Total Check-outs | 5 |

# 3. Help

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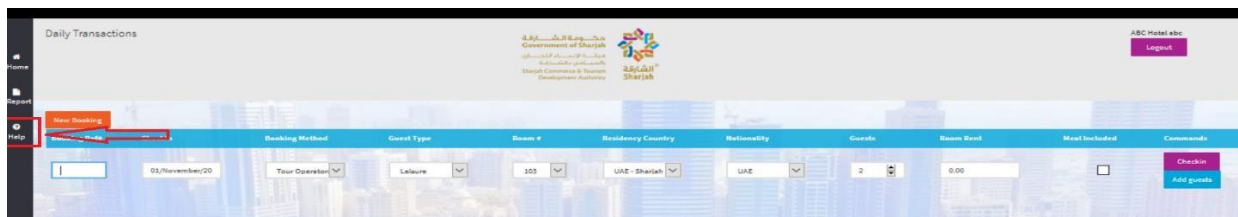


- After press on Help display popup to download User Manual.
- System provide User Manual in two languages (English and Arabic).

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## 4. Logout

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

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# 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.

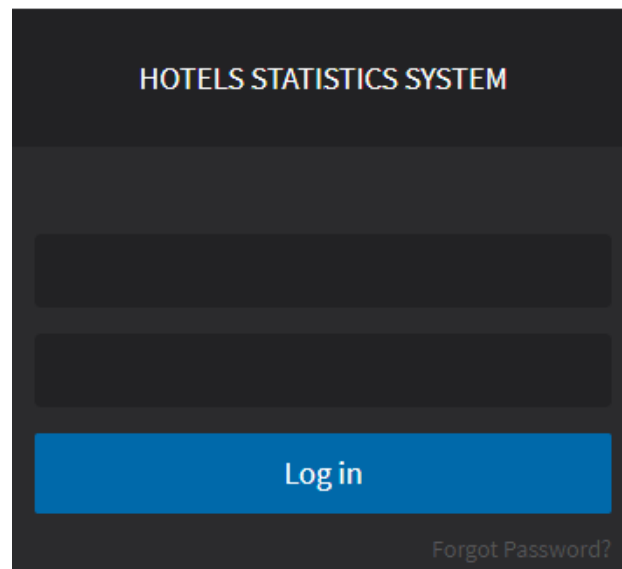**You will receive an email notification every time it opens and two days before it closes.**

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.sharjahtourism.ae/

It will redirect to Login page.

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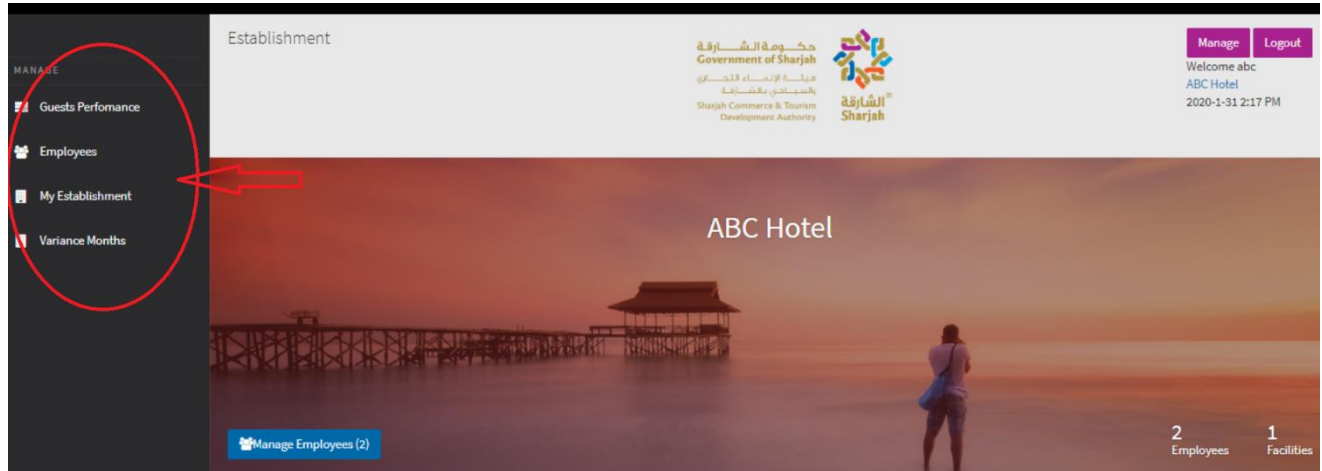Development Authority

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## 5.2 My Establishment

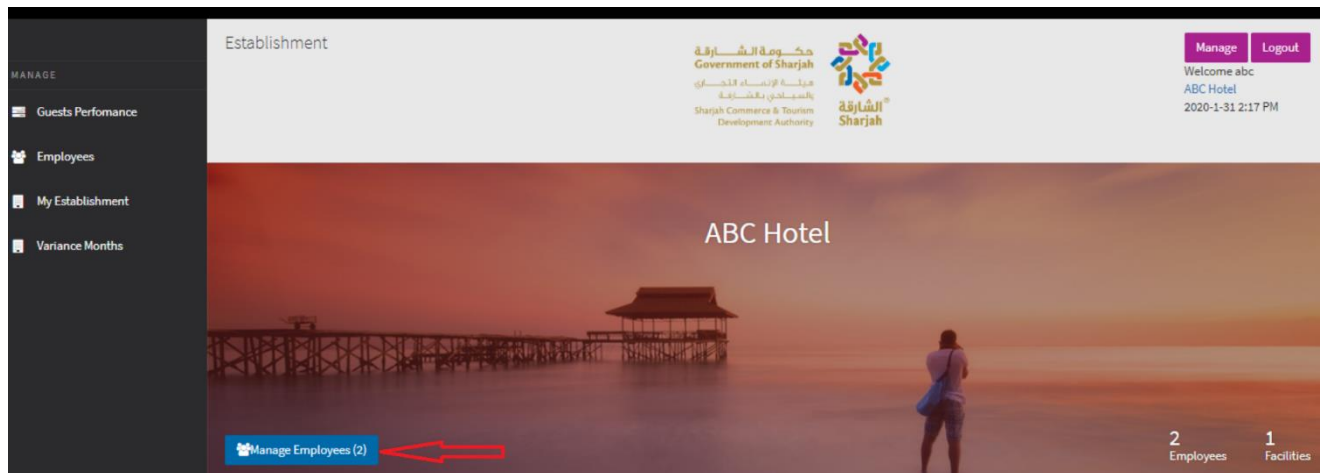Once user is logged in, **My Establishment** page will be displayed.



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

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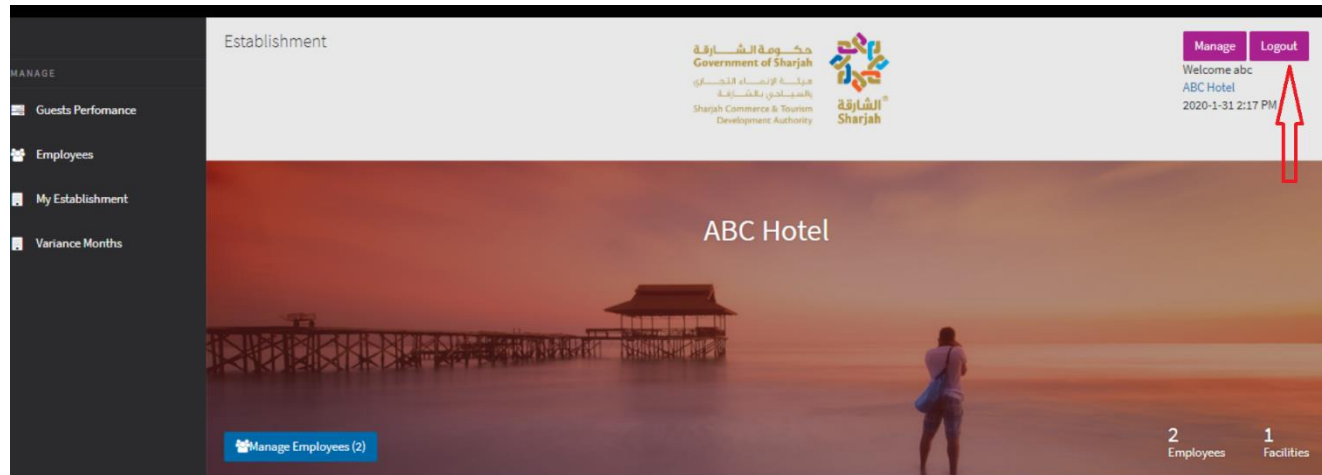Sharjah Commerce & Tourism
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- **Navigation Menu:** It's on the left side. It is use to navigate the different pages in the application



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

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



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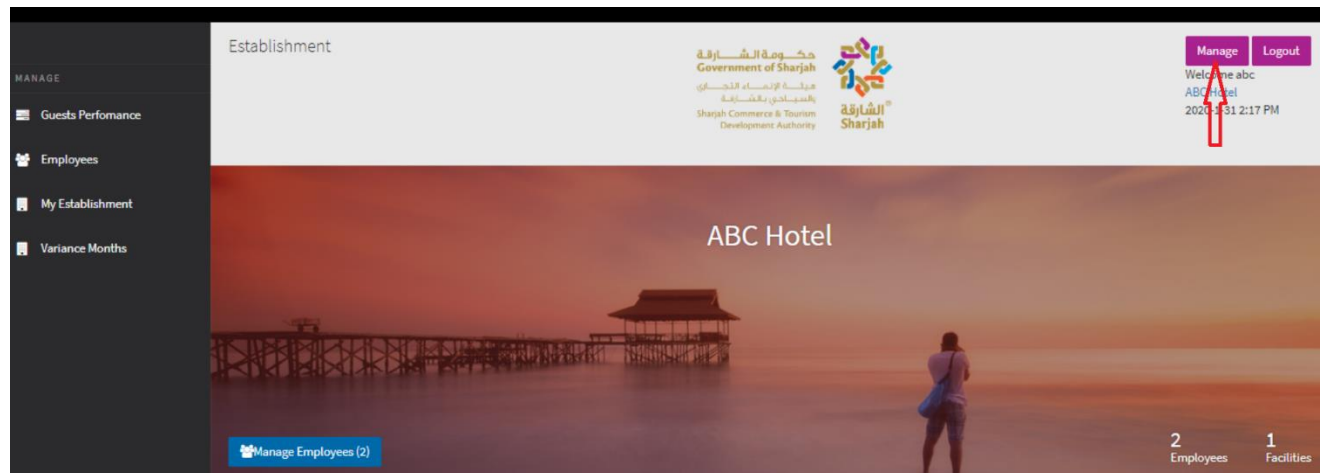
Pressing the Manage button at the upper right of any page, the user is transferred to the **Profile Management Page**, where he/she can perform the following tasks

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



## 5.3 Guest Performance

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

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 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.

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| Performance Data | Monthly Guests Data |
| --- | --- |

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

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## 5.4.2 Monthly Guests Data

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

| 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.

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The user can use this table to verify and 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.



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.

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## 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.

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# 6. Variances Months

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

The page contains a table with the following fields:

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الشارقة
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## 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 27$^{th}$ of Jan and checkout on 15$^{th}$ 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

حكـومة الشـارقة
Government of Sharjah
هـيـئـة الإنـمـاء الـتـجـاري
والسيـاحي بالشـارقة
Sharjah Commerce & Tourism
Development Authority

## 6.2 Add Monthly Variance

Variance refers to the inclusion or subtraction of values in the automatic monthly report in case there is a discrepancy. This adjustment can be made by either adding or subtracting values using the plus and minus buttons provided. If the hotel believes that the monthly calculations are higher than expected, they can press the subtract button to deduct a value from the calculated result.

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

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@sharjahtourism.ae, www.sharjahmydestination.ae

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## 6.3 View Monthly Variance

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