

حكومة دبي

GOVERNMENT OF DUBAI

دبي

للسياحة Tourism

Venue Walk-in System

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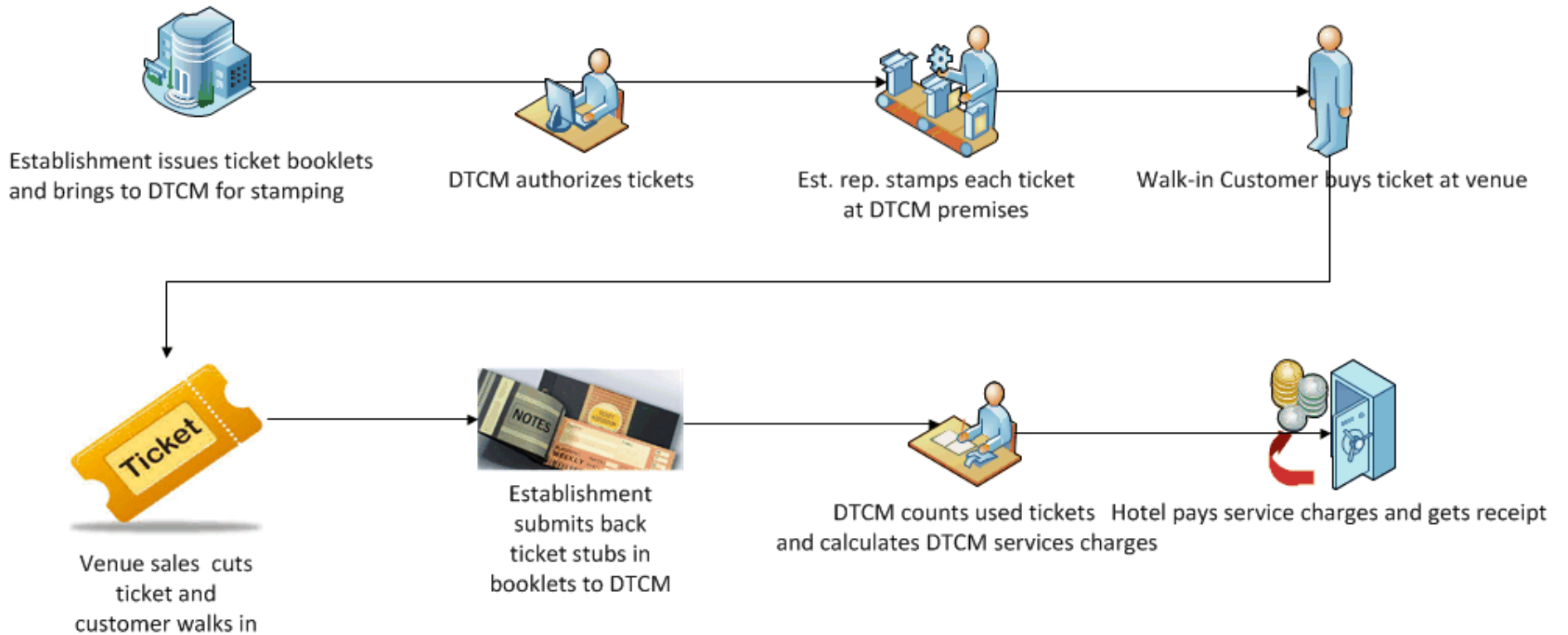
Background

- Is the outcome of Decree #25 for year 2013 issued by his Highness Sheikh Mohammad Bin Rashid Al Maktoum, under the title **“the electronic system for events Permit & distributing tickets in Dubai”**
- The Venue Walk-in Ticketing System is the electronic alternative to issue tickets authorized by DTCM for the entrance of entertainment venues.

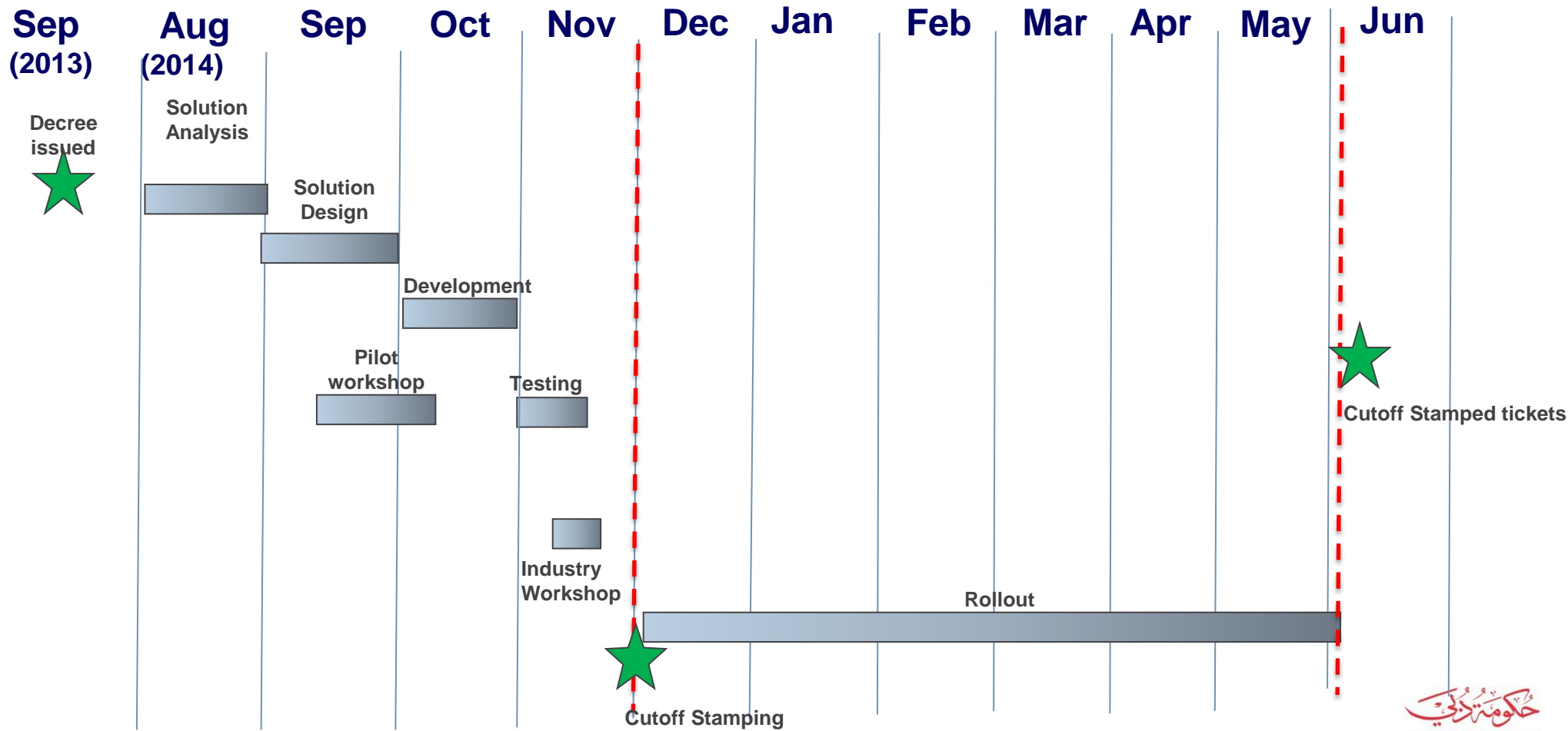


AS-IS

The Club Walk-in Ticketing As-Is Business Process



High Level Schedule



Benefits



Electronic alternative to manual process of stamping entrance tickets



Faster authorization of tickets by DTCM



Instant issuance of tickets (walk-in)



Automatic calculation of the 10% DTCM charges, monthly invoice, and online payment option

Options

Inventory of stamped Tickets

Print Tickets @ DTCM

Implement The New Platform

TICKET PRINTING PROCESS

1

Registration
(admin)



Online form



Email notification:
application
reference #
and barcode

2

Activate
Account



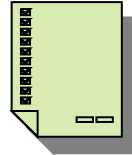
Bring in
authorization
letter and
verification
documents



Email
notification:
username,
password

3

Fill Form



- ✓ Venue
- ✓ Ticket details
- ✓ categories

4

Pay the fees

- ✓ 10% Ticket fees
- ✓ 50 Fills printing Fees

5

FORM

PART 1

Establishment Details

Date	
Establishment Name	
License no.	
Venue Name(s)	
Permit #	
Company Representative	
Contact Phone Number	
Contact Email	

PART 2

Ticket Details

A	B	C	D	E	F	G	H
Category Name	Venue Name	Ticket Price	Quantity	Total	10% Fees	Text 1	Text 2
				0	0		
				0	0		
				0	0		
				0	0		
Total			0	0	0		

PART 3

Payment

A	B	C	D
Item	Total Capacity / Tickets	Print per Ticket fee	Total
Ticket Fees			AED 0.00
Ticket Printing Fee	0	AED 0.50	
Knowledge Fee			AED 10.00
			AED 10.00

WALK-IN PROCESS

1

Preparation

2

Registration
(admin)

3

Activate
Account

4

Create your
users
accounts

5

Create and
submit ticket
templates



Printers supply



Online form



Bring in
authorization
letter and
verification
documents

✓ Can create multiple
users for the
different venues.



✓ Apply ticket design
✓ Can create multiple
categories for each
venue.



Ticket type and design



Email
notification:
application
reference #
and barcode



Email
notification:
username,
password

- ✓ Check supplier list from DTCM
- ✓ Check supported ticket types and template



Establishment
DTCM



PROCESS...CONT.

6

Approve
ticket
templates

- ✓ One time process.
- ✓ Approval within 48 hours.

7

Start printing
walk-in
tickets onsite



8

Monthly
invoice is
generated



Invoice
Report

9

Make
payment

- ✓ Online payment option is available
- ✓ Pay cash at DTCM

NOTES

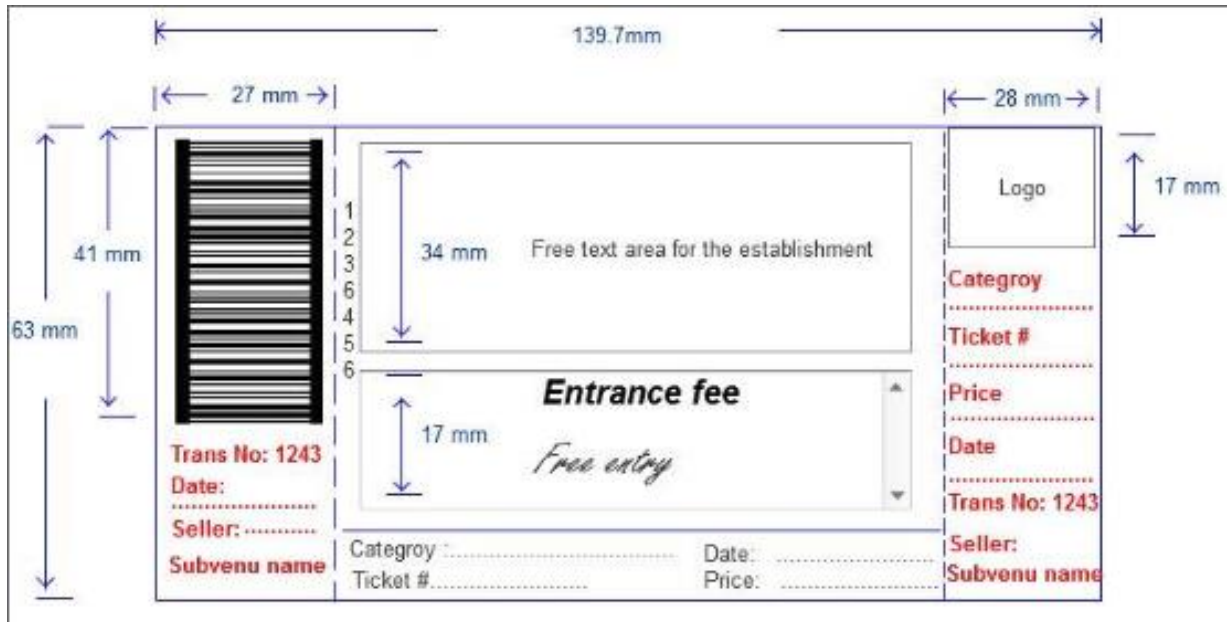
- Last day of stamping tickets will be **30th November**.
- Rollout starts **1st December** 2014.
- The validity of the stamped tickets can be till **31st May 2015**.
- Printing tickets at DTCM:

Pay 10% ticket fees upfront + 50 fills/ticket

TICKET TEMPLATES

Currently: Flat (63.5mm x 139.7mm)

Future: 4 ticket dimensions, Wristband, and roll



NEXT ACTIONS: PLAN FOR THE ROLLOUT

➤ **Tickets and Printers**

- DTCM will send supplier list
- Prepare your ticket designs

➤ **Admin Registration**

- On the website: New Registration
- Visit DTCM with: confirmation email you received + establishment license + formal authorization letter + Emirates ID

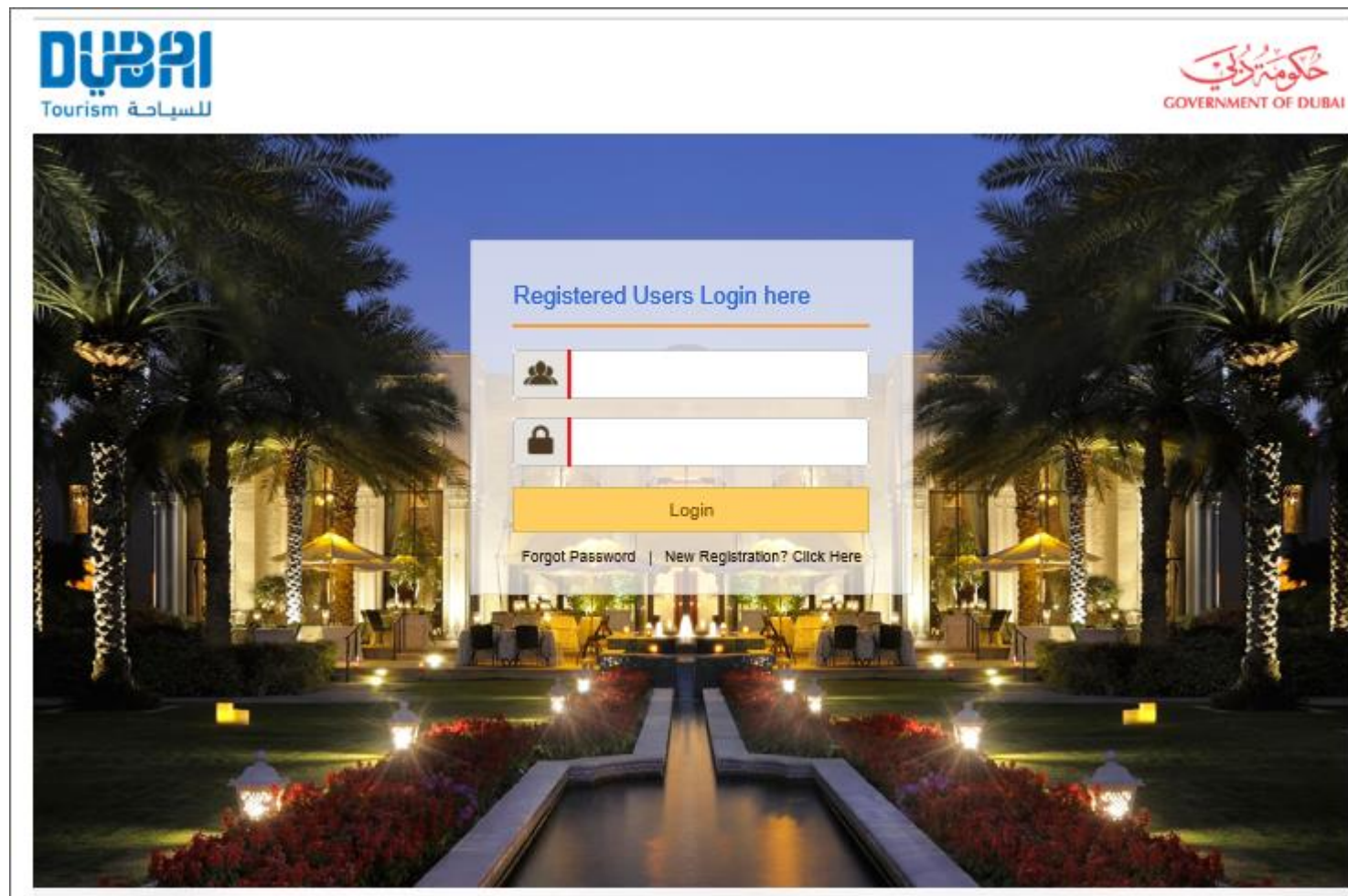
➤ **Training:**

- DTCM will send training material.
- Contact us for training requests.
- Invitations for training session will be circulated by email.

➤ **POS users**

- Create user accounts
- Train your users (DTCM will send training material)


Screenshots



SCREENSHOTS: NEW REGISTRATION

New Registration

Establishment Details

License Number* 

Establishment Name

Establishment Type

Representative Details

Suffix*

First Name*

Last Name*

Email Address*

Telephone Number

Mobile Number*

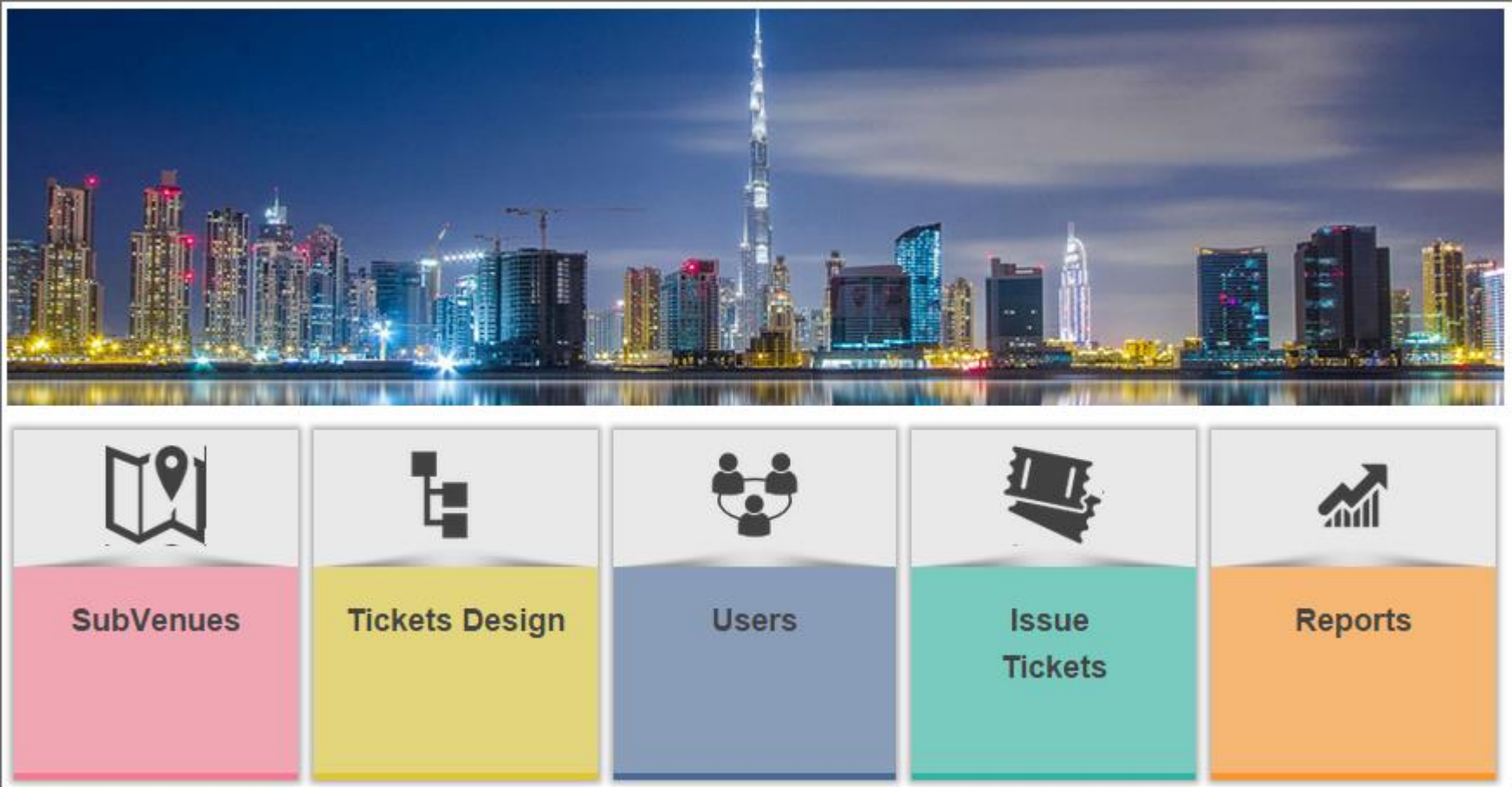
Secret Question*

Answer*

Attachments

Passport / Emirates ID / PRO Card Copy

SCREENSHOTS: DASHBOARD



SCREENSHOTS: NEW TICKET DESIGN

Add Ticket Categories

Ticket Category Detail

Establishment Name

ARAS GUEST HOUSE

Venue Name *

--Select--

Category Name*

Category Price*

0

Download ticket template

[Template Design](#)

Ticket Design

Wristband

Establishment Logo

Upload

Flat Ticket

Ticket Text*

Ticket Subtext

Comments

Comments

Submit

Preview ticket

Cancel

SCREENSHOTS: NEW USER

User Information

Establishment Name	ARAS GUEST HOUSE
Sub-Venue Name *	Reject Venue Regal Music Room
Suffix *	--Select--
First Name *	
Last Name *	
Email Address *	
Telephone Number *	050 XXX XXXX
Privileges	<input type="checkbox"/> Ticket Sales Report <input type="checkbox"/> Invoice Report <input type="checkbox"/> Violation Report

SCREENSHOTS: ISSUE TICKET

Filter by venue

Cat1
(Price: 500)

- +

Cat2
(Price: 100)

- +

Cat3
(Price: 1000)

- +

Regal
(Price: 500)

- +

Ladies Nig
(Price: 300)

- +

Delete	Category	Count	Total
No records to display.			
			Total: 0

Displaying items 0 - 0 of 0

Print Establishment Name instead of Logo (Flat Only)

THANK YOU
ANY QUESTIONS?

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