

Venue Walk-in System Frequently Asked Questions (FAQ) November 2014

What is the Venue Walk-in System and what are the objectives of introducing it?

The walk-in system has been introduced to replace the current manual process of stamping entry tickets for entertainment venues. The new system will give faster authorization and instant issuance of tickets. The DTCM charges will be automatically calculated and an electronic monthly invoice will be generated and can be paid online.

Is this system same as the e-Ticketing system?

No. These are different systems. While the e-Ticketing system is used for issuing tickets for events, the Venue Walk-in is to be used for issuing tickets for walk-in customers upon the entry of venues that has permit to conduct entertainment activities (e.g. The Global Village, night clubs...).

What type of tickets the system will cover?

This system is for tickets for entry for walk-in customers to entertainment venues..

Is this system a POS system?

The system is not meant to replace a POS. However, you will have access to a dynamic sales report, as well as invoice report.

Is it an option not to use the system?

The system will be mandated to all venues in the emirate that applies entry fees at the door to account for the venue entry fees.

When will the platform be in place?

Rollout will be by 1st December 2014. Last day of stamping tickets will be 30th November.

How will you substitute the stamping process?

The venue will no longer need to bring in the tickets to DTCM for stamping. Once the establishment's account is created and technical configuration (printers, tickets) is ready, your venues will be authorized to print tickets for walk-in customers.

How will the system work?

The first step is to register a super user account for your establishment. After the registration request is approved by DTCM; the super user can create additional users if required.

The user will define the ticket categories, along with price and design. The venue will need to have a ticket printer (a list of supported tickets and printers will be provided). At the end of each month an invoice for the 10% DTCM service charges will be generated for you and you can pay online or at DTCM cashier.

What do I need to do to start having the system operational in my Venue?

Start with preparing the required equipment: buy the ticket printer and tickets from the approved supplier list and finalize the pre-printed ticket design. Create the admin account through the "New Registration" page. To activate your account, you need to visit DTCM with the email notification you received (or the application reference number) and the required authorization documents: your PRO card or a formal authorization letter from your management to confirm you as the system admin that will represent the establishment, and a copy of your Emirates ID.

Is it possible to create multiple users for the multiple venue entrances?

Yes you will be authorized, as the establishment admin, to create as many users as required.

Will the platform be bilingual?

Yes the platform is in both English and Arabic. However all official information needs to be inputted in Arabic.

Will I be able to prepare pre-printed tickets with my customized design?

Yes, as long as you follow the guidelines provided in the template design. After adding the design, you will have to attach it and submit for DTCM approval.

Is there a standard design, size, or format for tickets?

DTCM will provide multiple flexible options for ticket sizes to fit different types of printers (covering all price ranges). The first roll out will have two options for tickets: a Hard Ticket and a wristband. A template will be provided for you, where you can see the fixed fields (including logo, venue name, date, price, ..) and you will be able to add two lines of free text (e.g. The event name, and the venue name.) There will also be a blank area where you will be able to apply the pre-printed logo and sponsorship on the tickets.

Do I need to get approval for the artwork?

Yes, after adding the design, you will have to attach it and submit for DTCM approval.

Will I be able to use the system via a Tablet to issue tickets?

The system follows a responsive design that will be user friendly on any smart device. You only need to configure and test connection to the printer.

Would there be an option to re-print/return/refund tickets?

No, every ticket printed will be charged (the DTCM 10% fee will be calculated). The invoice will be issued by end of each month. Payments can be made online or cash at DTCM.

What will be the validity of the stamped tickets?

The validity of the stamped tickets can be till 31st May 2015.

What if my venue is not ready to use the system?

The venue representative should print the tickets required to cover his venue until it is ready to have the system operational with a maximum date of May, 31st – 2015. You will need to come to DTCM to get the tickets stamped by latest Nov, 30th – 2014.

The option for printing tickets at DTCM is also available. The Establishment representative will be required to register on the system and to fill the ticket printing form indicating the quantity of tickets and paying the 10% ticket fees in advance.

Will DTCM charge for issuing the tickets?

Yes, DTCM will charge for the ticket printing process (50 fills/ticket).

Can I keep a stock of printed tickets?

Yes you can use the tickets printed and not used to be used on any other day.

Do I need to print tickets for complimentary use (no price)?

No, the concept of complimentary tickets does not exist in the venue Walk-in, the venue has full control on when and how to apply the venue walk-In tickets.

Is it Possible to sell the venue – Walk-In tickets online?

The system does not support the online sales of tickets as this is not a ticket, it is an entry fee, however, you may sell the tickets online via the ticket sales partners and exchange the ticket at the door with the Venue Walk-In ticket.

Is it possible to refund the “Stamped” New Year Eve tickets?

Yes, this is the only exception for the stamped tickets as it has a different price category and cannot be used in any other day; the venue may return the tickets to DTCM and request for refund.

Is it possible to have two types of tickets one with free drink and the other without?

Yes, you will be required to create two different ticket categories.

Is it possible to print the tickets in advance from one printer to different outlets and distribute the ticket at the door?

Yes, this is up to the venue how to print and use the tickets, once the ticket is printed; the 10% ticket fee is accounted.

When the ticket fees will be due?

The ticket fees will be due on a monthly basis.

How can we add a venue in the system?

From walk-in system hotels doesn't have the option to add venues, you should request a stamped letter from the hotel with the venues you wish to add and visit the e-permit team in DTCM to complete the procedure.

What does the date on the ticket mean?

The date on the ticket is the printing date not the validity date these tickets has no validity date you can keep selling the stock you have for weeks or months.

Can we sell walk-in tickets online?

Yes you can, but the exchange of tickets must happen at the door, first you need to get an approval from DTCM to sell online.