HOLIDAY HOMES REVENUE APPLICATION SYSTEM

USER MANUAL

SHARJAH COMMERCE & TOURISM DEVELOPMENT AUTHORITY (SCTDA)

Version: 1.0

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1. INTRODUCTION

The SCTDA Revenue Application System enables Holiday Home Operators to submit yearly operational revenue declarations for registered units.

Key Features:

- Annual revenue submission
- Multi-unit selection
- Monthly breakdown
- Auto calculation of revenue
- Document upload support.
- Draft and submission workflow.

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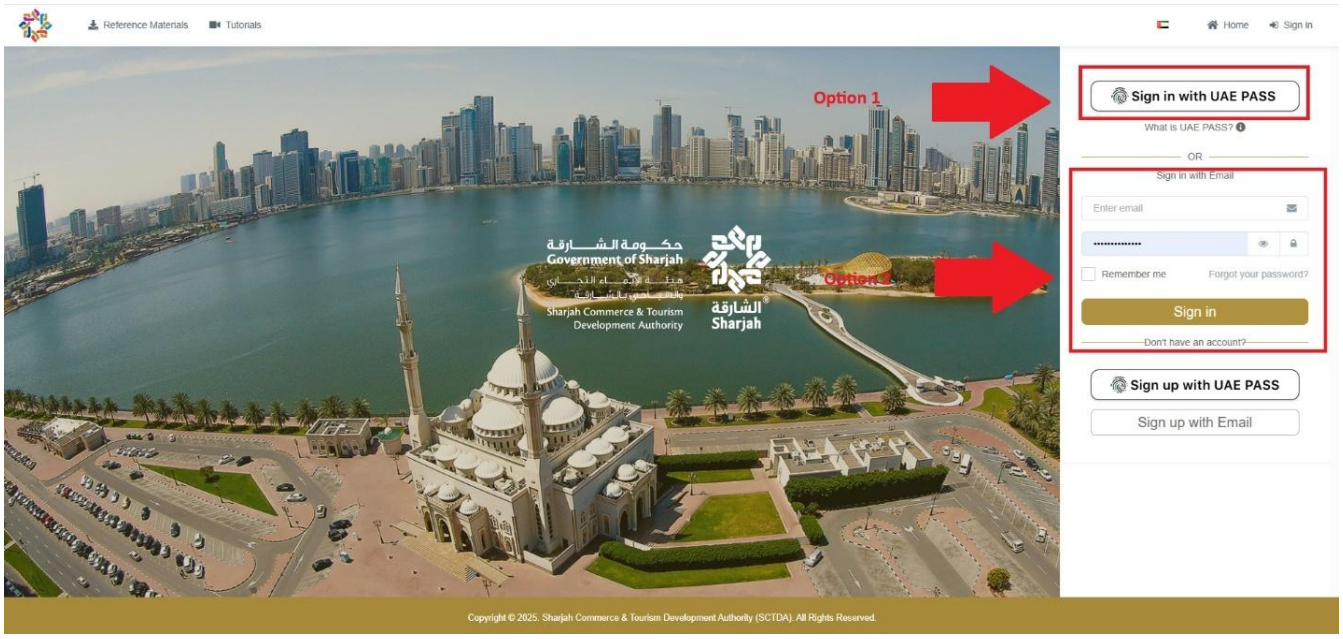
2. SYSTEM ACCESS

Step 1 – Access SCTDA Portal

Open the following URL: https://eservices.sharjahtourism.ae

Log in using your **Holiday Home Operator credentials**.



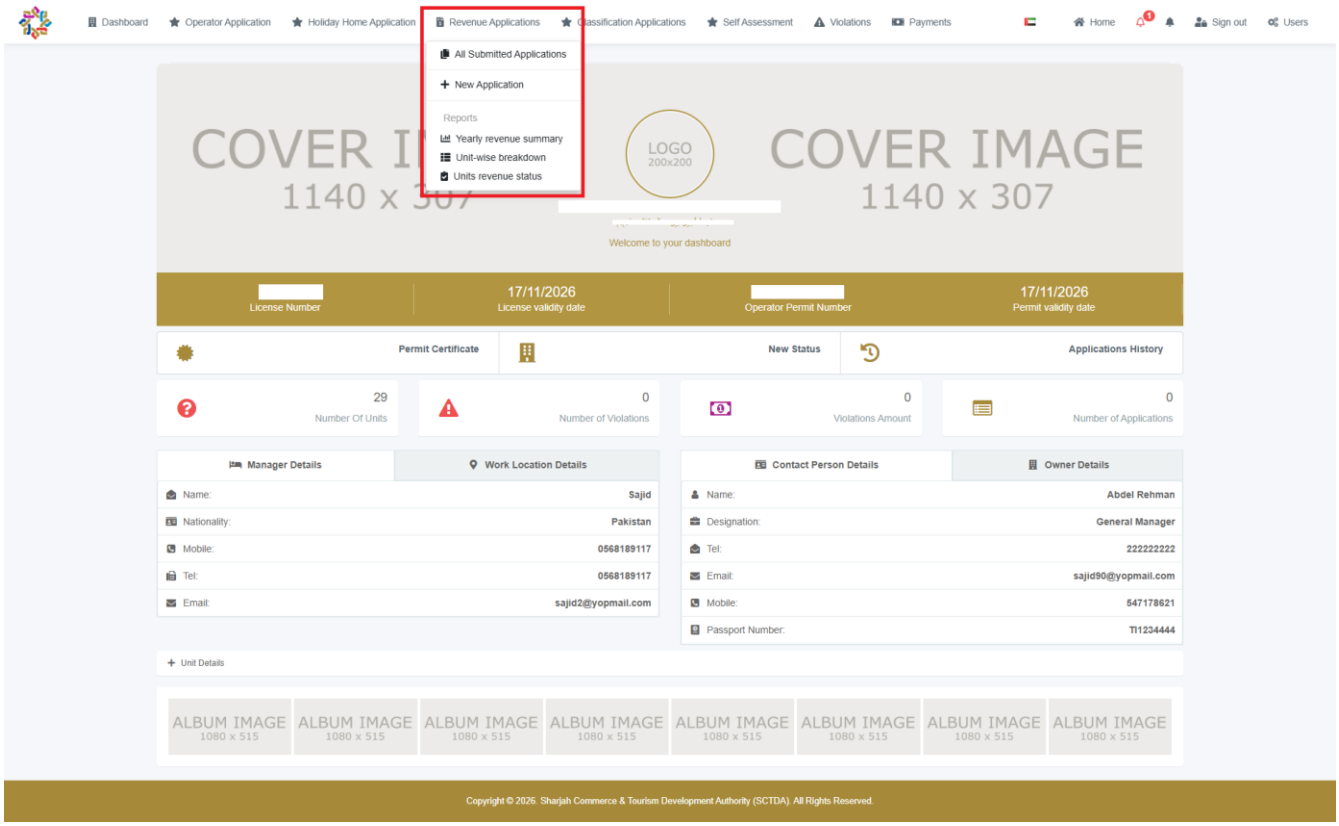
Step 2 – User Dashboard

After login, users are redirected to the **Profile Page**.

From the menu, users can see:

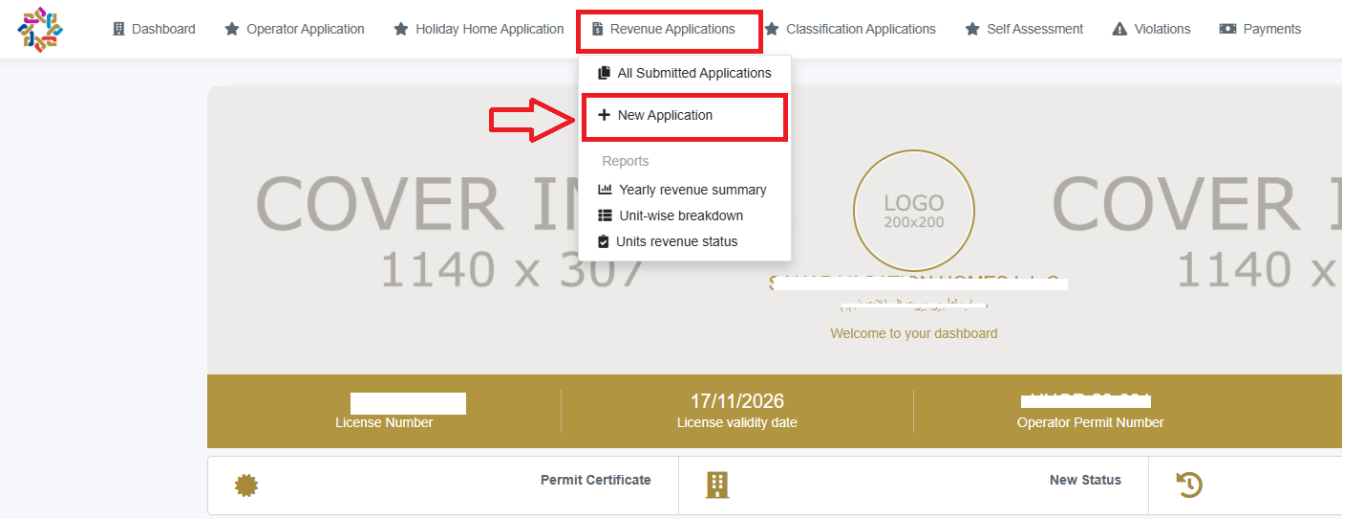
Revenue Applications Menu

- All Submitted Applications
- New Application
- Reports



Step 3 – Create New Application

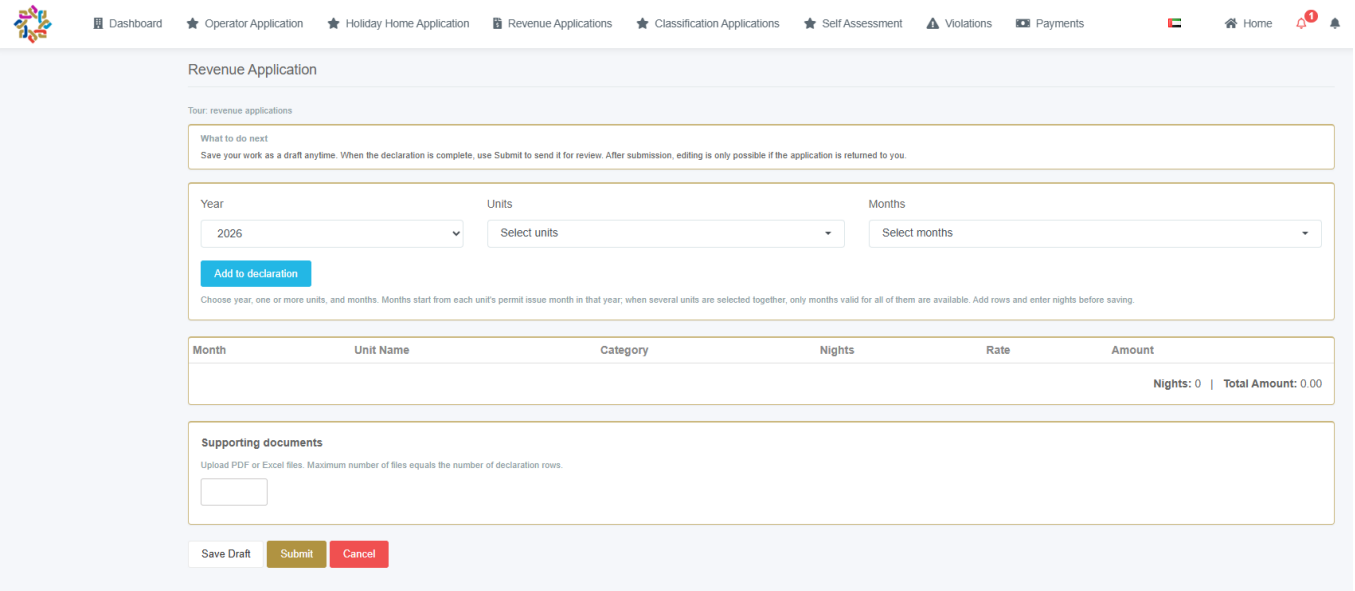
Click: **Revenue Applications → New Application**



3. REVENUE APPLICATION SCREEN OVERVIEW

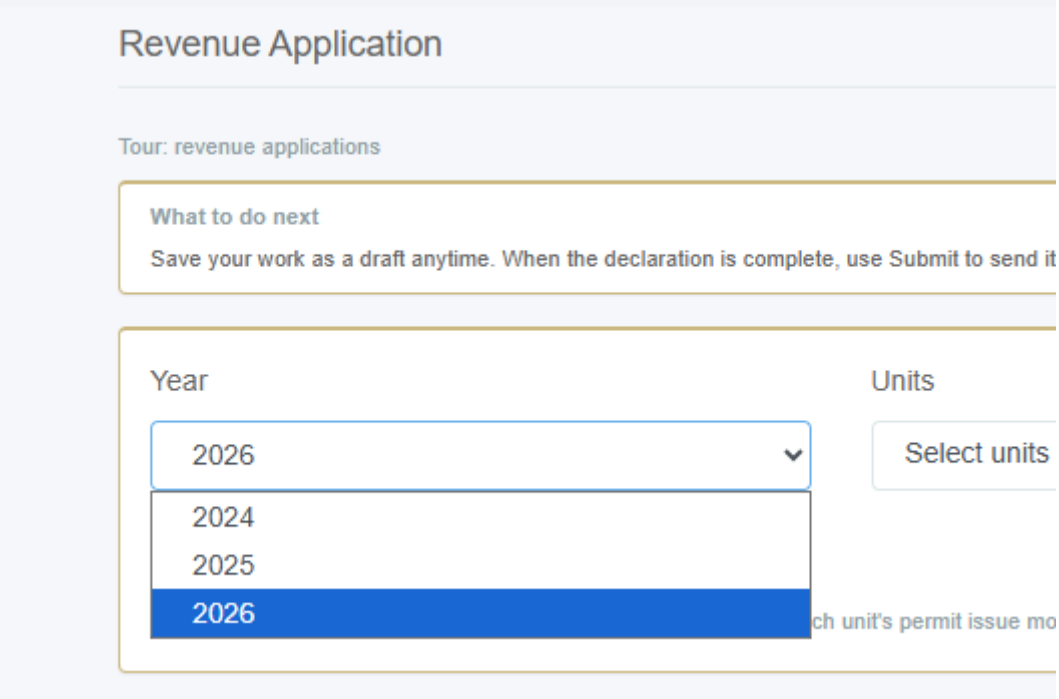
The screen contains:

- Year Selection
- Unit Selection
- Month Selection
- Declaration Grid
- Attachments
- Action Buttons



4. SELECTING REVENUE YEAR

Select the applicable reporting year from dropdown.

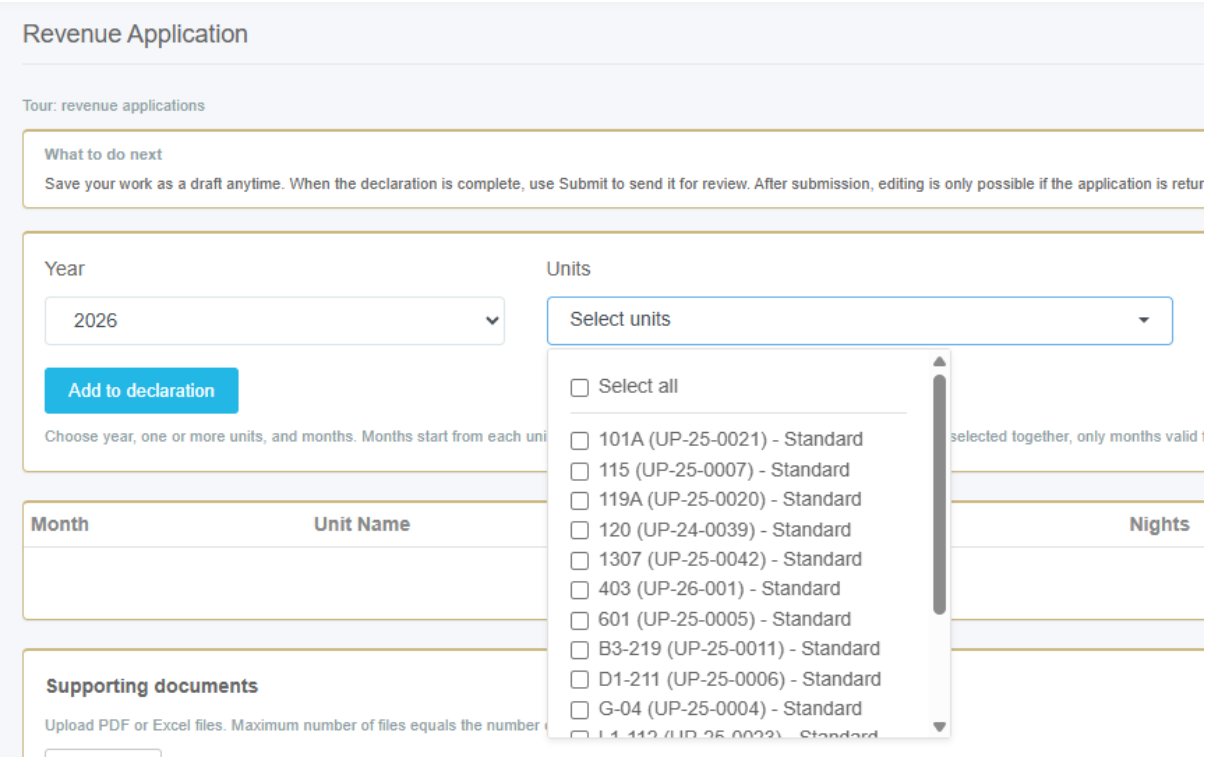


5. SELECTING UNITS

Users can select one or more Holiday Home units.

Each unit shows:

- Unit Number
- Permit Number
- Category

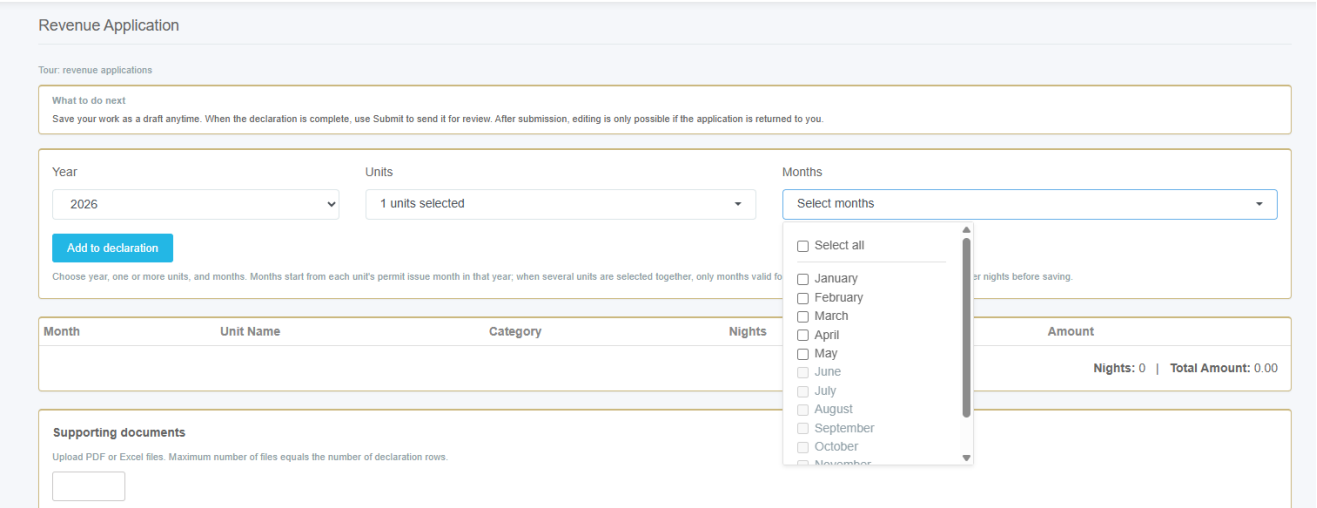


6. SELECTING REVENUE MONTHS

Select operational months for revenue declaration.

Notes:

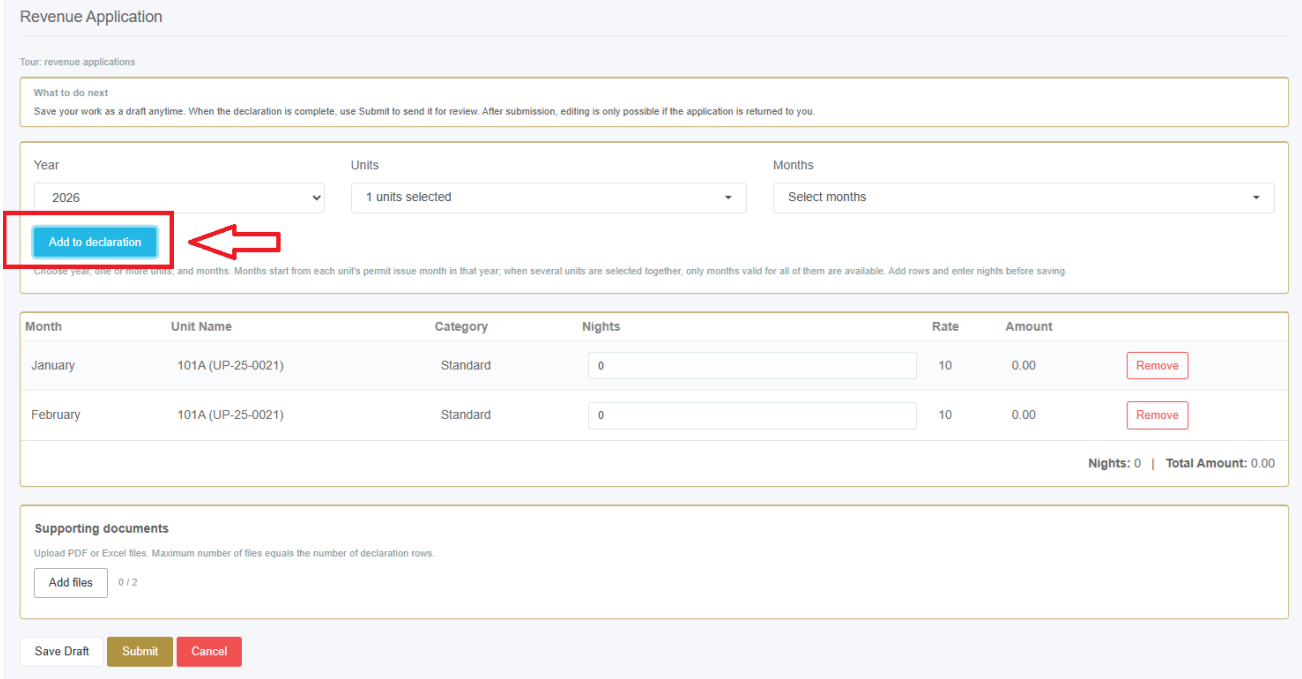
- Some months may be disabled due to permit rules.
- Already submitted months are blocked.



7. ADDING DECLARATION LINES

Click: **Add Lines to Declaration**

System generates rows automatically.



8. REVENUE DECLARATION TABLE

Columns include:

- Month
- Unit
- Category
- Nights
- Rate
- Amount
- Action

9. NIGHTS ENTRY & AUTO CALCULATION

Enter number of nights.

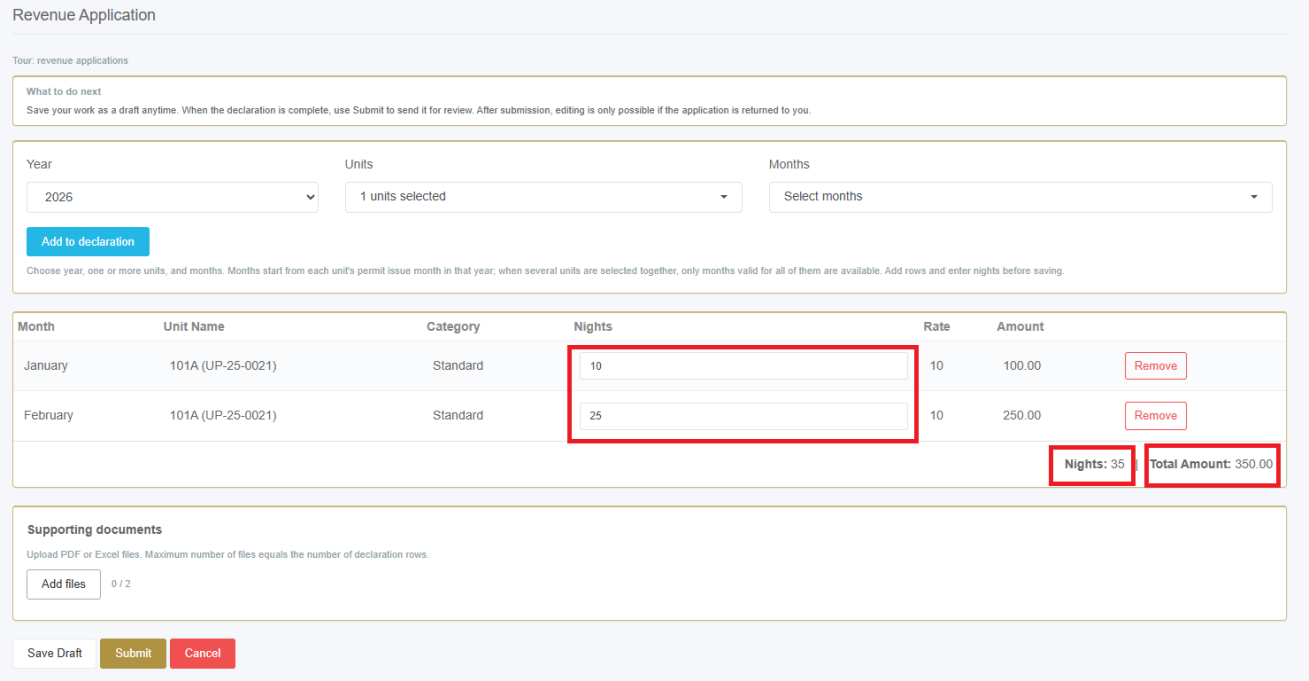
Formula:

Amount = Nights × Rate

10. REVIEW TOTALS

System displays:

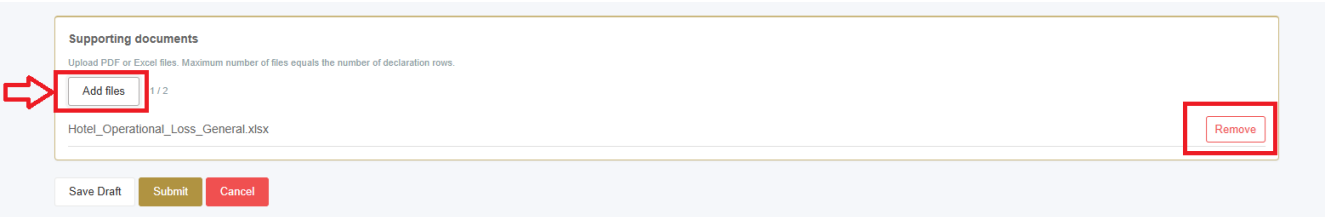
- Total Nights
- Total Revenue Amount



11. SUPPORTING DOCUMENTS

Upload supporting documents:

- PDF
- XLS
- XLSX



12. SAVE DRAFT

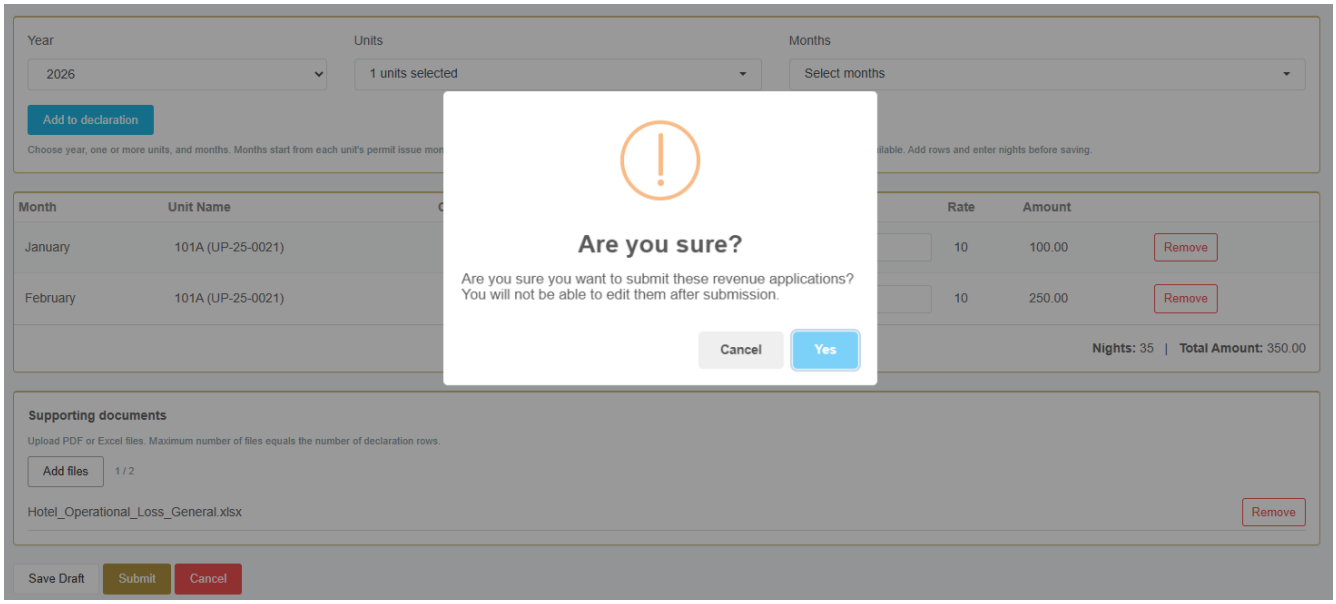
Click: Save Draft

Used to save progress without submitting.

13. SUBMIT APPLICATION

Click: Submit

Confirm submission in popup dialog.



14. VALIDATION RULES

System validates:

- Revenue year mandatory
- Units required.
- Months required.
- Nights must be > 0.
- No duplicate submissions
- File format must be valid.

15. COMMON ERRORS

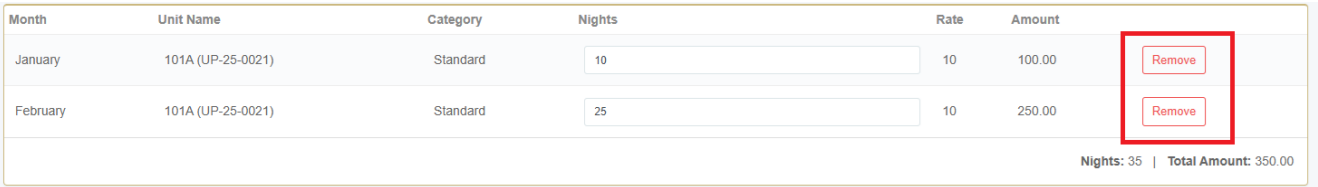
Error	Meaning
Please Select Year	Year missing
Select Units	No units selected
Select Months	No months selected

Error	Meaning
Invalid File Type	Unsupported file
Month Already Submitted	Duplicate entry

16. REMOVE REVENUE ROWS

Click: Remove

Row is deleted and totals update automatically.



17. ALL SUBMITTED APPLICATIONS

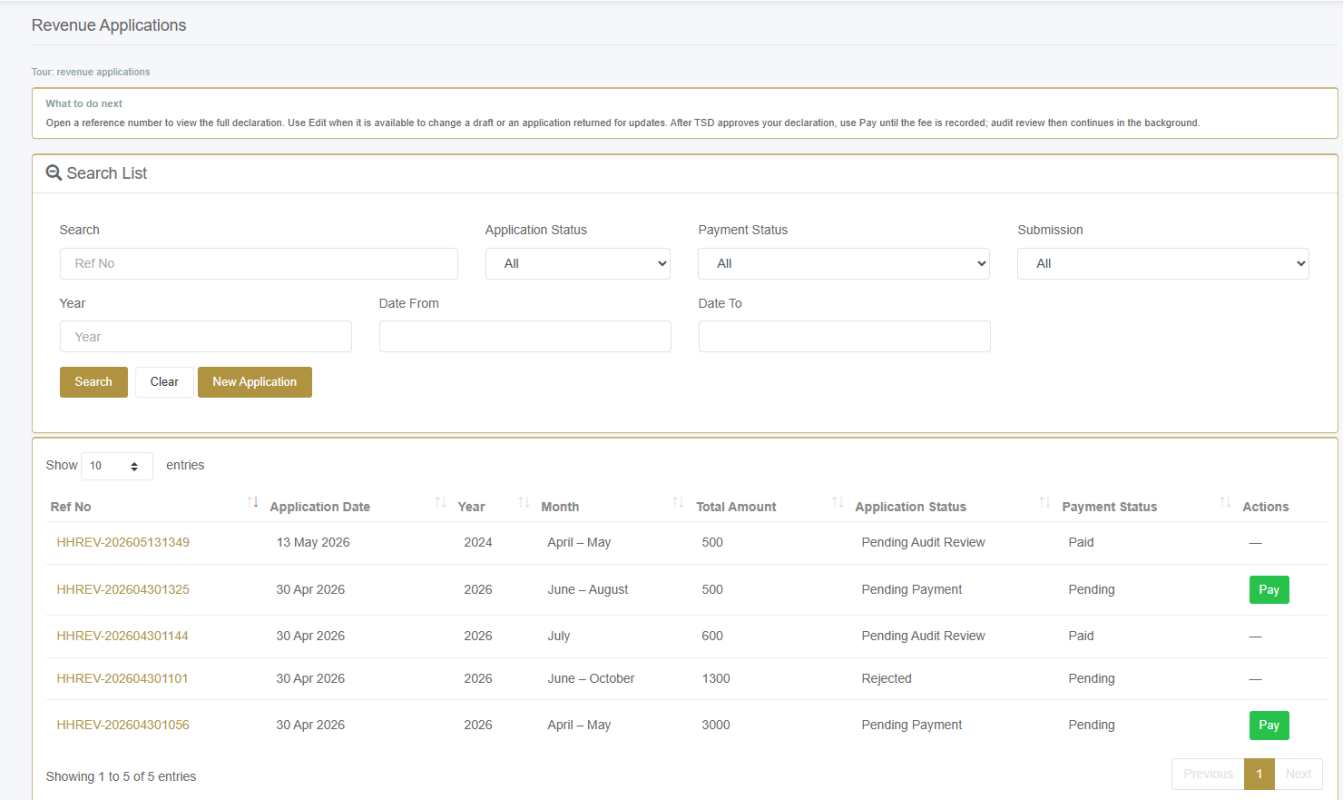
This section allows users to view and manage submitted applications.

Features:

- Search applications.
- Filter by status
- Filter by payment status
- Filter by year/date
- View details
- Edit eligible applications.
- Make payments.

Filters Available

- Reference Number Search
- Application Status
- Payment Status
- Submission Type (Draft / Submitted)
- Revenue Year
- Date Range

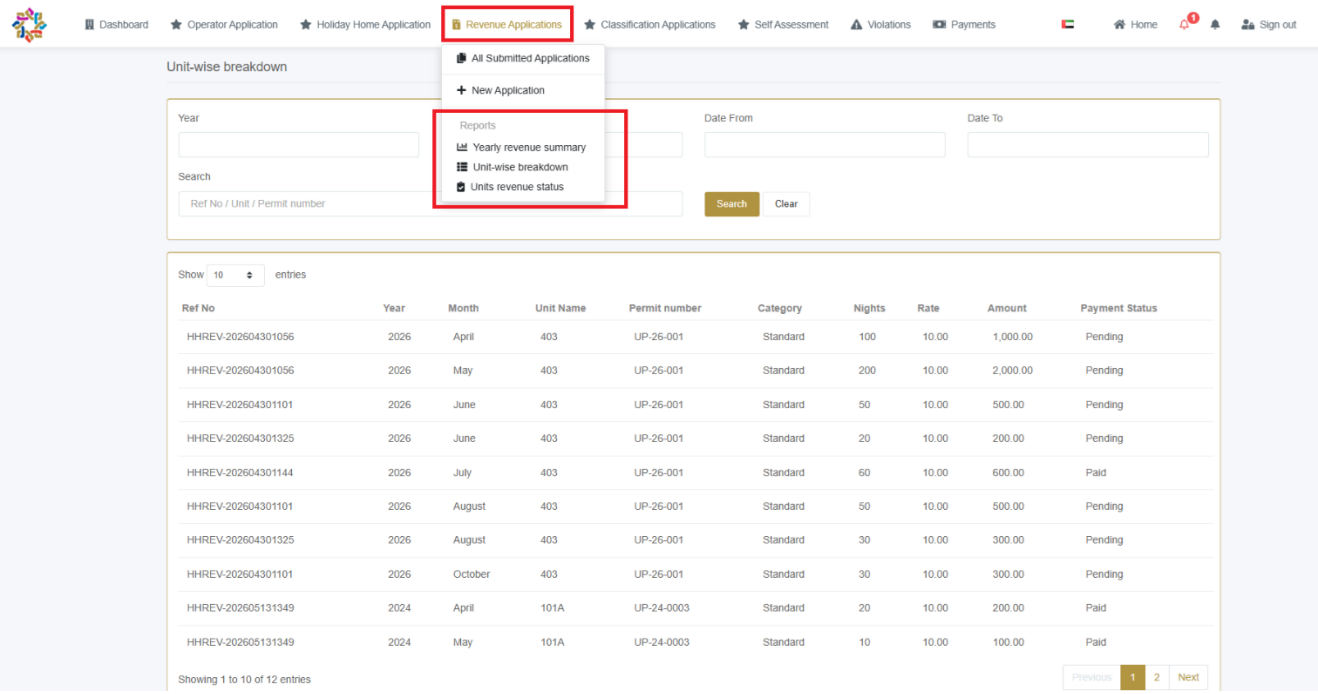


Actions

- View Details (click Ref No)
- Edit Application
- Pay Application

18. REPORTS SECTION

Users can generate revenue reports for analysis and monitoring.



19. APPLICATION STATUS OVERVIEW

- Draft
- Submitted
- Under Review
- Returned for Update
- Approved

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20. BEST PRACTICES

- Always verify data before submission
- Uploads correct supporting documents.
- Avoid duplicate entries.
- Save drafts frequently.
- Review totals before submitting.

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21. TROUBLESHOOTING

Issue	Solution
Cannot upload file	Check file format

Issue	Solution
Months disabled	Permit restrictions
Cannot submit	Missing required fields
Missing units	No eligible units