# Frequently Asked Questions
# eForm v2.0

## Q: What is eForm?

**A:** eForm is an online platform that allows event organisers to submit their **N**ew **E**vent **N**otifications (NEN) electronically. Paper New Event Notifications are obsolete and are no longer accepted as of 1st Oct 2015.

## Q: What is a NEN?

**A:** NEN is short for **N**ew **E**vent **N**otification. This is the way an organiser notifies the e-Ticketing team through eForm of their upcoming event to be built.

## Q: How can I use eForm to submit my new event?

**A:** An event organiser must first register their company and representative to apply for new events.

## Q: How do I register on eForm?

**A:** As an event organiser, you are required to visit [www.eform.etixdubai.com](www.eform.etixdubai.com) to register your company. To register you are required to provide:
  - Company Trade Licence Number
  - Valid email address
  - Copy Emirates ID of P.R.O (must be *pdf*, *jpg* or *jpeg* format)
  - Company NOC (must be *pdf*, *jpg* or *jpeg* format) authorising the P.R.O to complete and submit New Event Notification on their behalf. NOC must state P.R.O's full name, Emirates ID number and email address.
  - Apply and obtain a TourismID

Once you register, a validation email will be sent to your registered email address with instructions on how to activate your account.

## Q: Can my company have multiple users?

**A:** An events company can have multiple users that complete and submit NENs on its behalf.

For every user, the company must provide Dubai Tourism with an official NOC with their designated user's full name and EmiratesID number. Each user must register separately using a unique email address along with a copy of their EmiratesID and NOC as an attachment.

## Q: Can I nominate someone to use my account on my behalf?

**A:** Your account and credentials are solely your responsibility. You can nominate someone else to use your credentials to submit **N**ew **E**vent **N**otifications (NEN) on your behalf.

However for Dubai Tourism, the account holder/organiser is solely responsible for information submitted and the event.

There are also terms and conditions regarding the use of eForm and e-Ticketing regulations that the user must accept and adhere to before submitting **N**ew **E**vent **N**otifications.

## Q: I have registered and my account has not been activated?

**A:** It takes up to 24 hour (or 1 working day) to activate your account after your email has been validated. If you have not received a validation email, please contact us on eticketing@dubaitourism.ae

## Q: I receive an error message whenever I try to login. What should I do?

**A:** As a starting point, please ensure you are entering the correct credentials. If you are unsure about your password, please click on *Forgot Your Password* link and follow the instructions.
If you are entering the correct credentials but the error message persists, please email us on eticketing@dubaitourism.ae with details of the issue.

## Q: What documents do I require to submit my New Event Notification (NEN)?

**A:** Most events require all of the below documents. However, there are instances where some documents may not be required:

- e-Permit issued by Dubai Tourism is required for all events.
- Ticket Fee Form required for all events.
- A copy of Manager's Cheque for 10% of total expected sales OR payment receipt can be attached on the application.
- Venue's NOC detailing event categories, capacities and pricing information.

## Q: My event is yet to be granted an e-Permit, can I start submitting my New Event Notification (NEN) via e-Form?

**A:** eForm requires an e-Permit to be applied for before you can start the NEN process. eForm cannot be used without an e-Permit number through.

## Q: Do I require all the documents to complete and submit my New Event Notification (NEN) through eForm?

**A:** An e-Permit is required to initiate your **N**ew **E**vent **N**otification (NEN).

However, you can start a NEN if other documents are pending (Seat Map, and Manager's cheque receipt .etc...). A NEN should <u>only be submitted once all the required documents have been attached.</u>

## Q: Do I use eForm to get the rest of the required documents?

**A:** All the required documents are available on eForm to be downloaded, completed and attached with your application when submitted.

## Q: Can I save my NEN on the eForm to complete it later?

**A:** eForm allows you to save your **N**ew **E**vent **N**otification (NEN) to be completed at a later stage or when all the documents have been obtained.

## Q: How can I locate my saved New Event Notification (NEN) to complete and submit it?

**A: N**ew **E**vent **N**otifications (NEN) can be searched for using:
- e-Permit Number
- Event Name
- Venue Name

The search results will return NENs submitted by your username where one of the above parameters matches.

## Q: What will happen to my New Event Notification (NEN) if it has been submitted incomplete?

**A:** Incomplete NENs that have been submitted will be rejected and the account holder will be notified via email accordingly.

## Q: Can I modify my NEN after it has been submitted?

**A:** Already submitted NENs cannot be edited or modified without notifying the e-Ticketing team. If you would like to make changes to the New Event Notification after submission, please email us on: eticketing@dubaitourism.ae

## Q: I would like to add some notes with regards to my event. Where/how can I do that?

**A:** before you submit your NEN, you have the option to include some notes with your New Event Notification in the text box provided. You can also attach your additional requests in a word document and attach it before you submit your NEN.

## Q: How do you define a reserved seating section/event?

**A:** A reserved seating section/event must have labelled rows and seats where a ticket is a located to a specific seat. It is General Admission If a section has seats but patrons are not allocated specific seats.

## Q: My event is reserved seating, how do I submit the map?

**A:** As a last step, eForm allows organisers to attach a seat map file (Excel sheet or CAD drawing) with every **N**ew **E**vent **N**otification (NEN).  The sections, seats and rows must be clearly marked on the map.

## Q: Does submitting my New Event Notification (NEN) via eForm speed-up the process?

**A:** eForm is an alternative to **N**ew **E**vent **N**otification (NEN) in paper form. It gives the user the flexibility to complete and submit their NEN and submit it online. The turnaround time is 24 hours for General Admission Events and depending on the complexity, up to 5 working days for reserved Events.

## Q: Am unable to submit my New Event Notification (NEN). What should I do?

**A:** As a starting point, please ensure you have entered all mandatory fields. Also, you have attached all mandatory documents before you submit your NEN. If the problem persists, please contact us on eticketing@dubaitourism.ae for assistance.

## Q: How can I settle my fees to DTCM post-event?

**A:** Your ticket seller is required to share their sales report with the team via eticketing@dubaitourism.ae.
Once received, the Ticketing team will compare the sales with the ticketing system and generate the invoice and notify both parties (Organiser and Ticket Sellers)

For Leisure events (Entertainment, Sports, culture and Charity) the invoice will issued under the ticket seller. Invoices for Business events will issued under the organiser.

## Q: Will I still have the support of the e-Ticketing team to make adjustments to my event?

**A:** The e-Ticketing team is reachable via email on eticketing@dubaitourism.ae and will be providing you with the required support to ensure you have a successful event and a positive pre and post event experience.