

MINISTRY OF TOURISM
SULTANATE OF OMAN



User Manual
Update investor contact details

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P.O. Box 200, P. C. 115
Madinat Al-Sultan Qaboos
North Ghobrah
Muscat, Sultanate of Oman
Call Centre: +968 80077799
Phone: +968 24588700
Fax: +968 24588880

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1. INTRODUCTION

This document provides the guidelines for the companies to update their contact details in Ministry of Tourism portal (eservices). The contact details updated in this portal will be used for further communication with the ministry via SMS and emails.

2. WEB SCREEN TO UPDATE CONTACT DETAILS

A sample web screen for updating contacts details is provided below:

The screenshot shows a web interface for updating company contact details. At the top, there is a header with 'Ministry of Tourism' on the left and 'e Services Sign Out A - A+' on the right. Below the header is a banner with the text 'e-Services' and a paragraph describing the ministry's goal to modernize its services. A 'Help' icon is visible in the top right corner of the form area.

The main form is titled 'Company Contact Details' and contains the following fields:

- *License No: A dropdown menu with '-- Select--'.
- Company Name: A text input field.
- Activity: A text input field.
- Classification: A text input field.
- Region: A text input field.
- State: A text input field.
- Village: A text input field.
- *Company EMail ID: A text input field.
- *Company Mobile No.: A text input field.
- (All the notifications from ministry will be sent to this No.)
- *Manager Civil Id: A text input field.
- *Manager Name: A text input field.
- *Manager Email ID: A text input field.
- *Manager Mobile No.: A text input field.

Below the company details is a section titled 'Other Contact Details' with the note '(Only Email will be sent to the below contacts)'. It contains a table with the following columns: *Civil Id, *Name[English], *Name[Arabic], Designation, *Email ID, and *GSM. The table has five rows, each with a '+', '-', and '+' button on the right side.

At the bottom of the form, there is a checkbox with the text: 'I Acknowledge that the above information is correct and assume full responsibility for any error in the information.' Below this are two buttons: 'Submit' and 'Reset'.

- ❖ User must select valid license to be updated from the “**License No**” drop down and details like Company Name, Activity, Classification and Region/State/Village etc. will be auto populated.
- ❖ User has to fill all the mandatory fields marked with (*).
- ❖ All the SMS from ministry will be sent to the “Company Mobile No.” **User has to make sure that correct no. is entered in this field.**
- ❖ User can add more contact details in the “**Other Contact Details**” section.
 - When the user fills Civil ID in this section, this will be validated and Name in Arabic and English will be populated.
 - Designation of the contact can be selected from the drop down and email ID and GSM of the contact are mandatory.
 - Ministry will send the Notification emails to all the email Ids entered in this section.
 - User can add more contact details by clicking “+” button.
- ❖ User has to make sure that all the information entered is valid and tick the acknowledgement statement.
- ❖ User can submit the form and the updated contact details will be reflected in ministry portal.

3. OFFICE AUTOMATION SCREEN

MoT user can verify the updated contact details in company master screen.

The screenshot displays the 'Company Master' application window. The main title is 'Company Master' and the subtitle is 'License Details'. The interface includes a sidebar with navigation buttons like 'Enter Query', 'Execute Query', 'Cancel Query', 'Next Record', 'Previous Record', 'Clear Record', 'Insert', 'Delete', 'Save', 'Approval', 'Documents', 'Web Feedback', 'Print', 'Help', 'Error', and 'Exit'. The main content area shows a table with columns: Seq No, Branch ID, MOCI No, Company, License No, License Issue Date, License Expiry Date, Region, State, Village, and License Status. The first row contains: 3673, 45592071, 1155788, Travel Way, 2019/1/11/2019, 08/04/2019, 07/04/2021, Muscat, Muttrah, Rwi, License Active. Below the table, there are several form sections: 'Classification' (Travel Agency), 'Issue Date' (08/04/2019), 'Tax Payable' (checked), 'Tax Payment Star', 'Security License', 'MM Expiry', 'PO Box', 'Pc Code' (112), 'Longitude' (58.42804), 'Latitude' (23.492847), 'Address', 'Plot Number', 'Square Number' (112), 'Crooky Number', 'Way Number' (0), 'Phone', 'Fax', 'Mobile', 'Email', 'Website', 'Manager', 'Manager ID No' (110596361), 'Manager Mobile', and 'Manager Email'. On the right side, there is a table with columns: ID, Name, Mobile, Email, and Designation. The first row contains: 14233577, SHANOON NASSER SHANOOI, 92419414, and the second row contains: 3886179, MOOSA SAIF AZIZ AL HASANI, 96684677, faisalnrr8877@. A 'Close' button is located at the bottom right of the form area.