Foreword

At Tourism Fund we have a commitment to offer excellent service to all our clients and the different stakeholders in the industry. This commitment brings the need for continuous improvement in our systems and business operations. One of our primary stake

the Levy agents who collect the 2% Tourism Levy on behalf of Tourism Fund. In the spirit of growth, development, making work easier and improving the levy payment system, we have introduced an online 2% levy payment system named eLevy.

The eLevy system will not only benefit the levy agents but also the tourism industry, as it provides a platform for both the National and County Government to refine national objectives and plans for the sector. This is because of its ability to capture and avail updated accurate data, which includes critical details such as the country’s bed capacity and tourism activities offered in each county among others.

This user manual has been developed with the intention of providing guidance for all levy agents as they embrace this new innovative way of business operations. We ask you to continue interacting with us, challenging us in order to become better for the benefit of the industry and our beloved country.

Thank you.

Joseph Cherutoi

C.E.O. Tourism Fund
Our Vision
To be the ultimate source of funding for sustainable development of the tourism industry in Kenya.

Our Mission
To diversify the resource base for financing development of a sustainable tourism industry through innovation, service excellence and stakeholder engagement.

Mandate
To mobilize resources to finance the development of a sustainable tourism industry in Kenya.

Benefits of eLevy to Levy Agents

It is convenient - Levy remittance can now be done from anywhere and at any time via the eLevy portal allowing tourism levy agents more ease and flexibility.

Better record keeping - For the tourism levy agent, eLevy offers access to all payment records which can be reviewed online.

It is automated - The eLevy portal allows tourism levy agents to accurately remit their 2% tourism levy online with an automated levy calculation system that offers better accountability.

Benefits of eLevy to the Tourism Industry

National Tourism Strategy – The use of eLevy shall provide an opportunity to refine national objectives and plans for the sector since critical data for planning will always be available as and when it may be required inclusive of the country's bed capacity and tourism activities among others

Tourism Sector Performance Reporting – The platform can be utilised to accurately assess the performance of the tourism industry.

Governance and Accountability – eLevy provides all stakeholders registered on the platform access to utilise accurate and accountable methods of operation and service delivery for the mutual benefit of The Levy Payers, the Levy Agents and Tourism Fund.

Increased Levels of industry compliance - The use of eLevy allows for ease of access to a more convenient registration and levy payment, leading to increased funds for the development and growth of the tourism industry

The eLevy portal is secure as it is protected by a firewall and all data forwarded by Tourism Levy Agents is encrypted
# USER GUIDE

## Table of Contents

1.0 Registering for an Account ................................................................. 2  
2.0 Login- Existing Establishment ................................................................. 10  
3.0 Filling Returns- Simple Returns ............................................................... 11  
   Step 1- Levy Details .................................................................................. 11  
   Step 2- Service Charge Details ................................................................. 11  
   Step 3- Return Details ............................................................................... 12  
   Step 4- Verify Details ................................................................................ 13  
   Step 5- Eslip Generation .......................................................................... 14  
   Step 6- Payment Options ......................................................................... 14  
   Step 7- Mpesa Payments .......................................................................... 15  
   Step 8- RTGS/EFT Payments .................................................................... 15  
4.0 View Eslips Details .............................................................................. 16  
5.0 File nil returns ....................................................................................... 16  
6.0 Profile .................................................................................................... 17  
   6.1 Update Profile ..................................................................................... 17  
   6.2 Change Password .............................................................................. 17
1.0 Registering an Account

Visit the URL https://levy.tourismfund.co.ke on the browser to access the levy system.

If you do not have an existing eLevy account, click ‘sign up’ to begin the registration process. You will be required to provide the following information:

- Phone Number
- Customer Name
- Email Address
- Password
- Confirm Password

Once you have filled in all the necessary information, click ‘register’,
How to register your establishment.

Before you begin the registration process, you will be notified on the necessary requirements to successfully complete your registration as shown below.

![Image of registration requirements]

Ensure that you have:

1. Valid Director/ owner Identity documents i.e. National ID or Passport
2. Establishment document if it is a registered entity e.g KRA, Business Registration Certificate, Business Permit, Tourism License, Liquor License
3. Note KRA document is REQUIRED for all registrations
For new clients, click on management at the top of the screen, click establishments, and then select new. Proceed to fill in additional establishment details as shown below:

- Trading Name
- Official Name
- Business Type
- Establishment Email
- Establishment Phone Number
- Date Started

Provide your establishment details as requested
Provide your establishment location details as requested

Provide the tourism activities and services that your establishment offers as requested
Provide your person details as requested.

Upload the personal documents as prompted
Verify the uploaded documents.

Click the upload button.
Confirm that you have clicked the upload button.

Complete the document upload process.
Track Registration

Once you have completed the registration process for your establishment on the eLevy portal, you can track the progress of your registration to confirm if you have successfully been registered.

To track your registration, simply scroll to the Management Tab at the top of the screen. A drop down list will appear as shown below and all you need to do now is click ‘Track Registration’.

You will then be redirected to the Track REF number page, as shown below, where you will be required to fill in your reference number.

Once you have included your reference number details, click SEARCH. You will then be redirected to a page where you will be able to confirm the status of your establishment’s registration on eLevy.
2.0 Once your account has been successfully verified by Tourism Fund you will be able to view your account details as shown below:

For existing clients, click on management at the top of the screen, click establishments, and then select existing. Enter existing establishment code(s), then click import.
3.0 Filling Returns- Simple Returns

Once your account has been successfully verified and you have received an Establishment code you can proceed to fill returns:

Step 1- Levy Details

The first step is to select the month of payment, VAT, then enter amount that don’t attract levy as shown below:

![Image of Levy Details]

Step 2- Service Charge Details

The second step is to enter the service charge details for the below as shown below:

Accommodation Service charge
Food service Charge
Drinks Service Charge
Other Service Charges
Step 3- Return Details

Once you have filled the service charges next step is to fill the return details as shown below:

<table>
<thead>
<tr>
<th>Day</th>
<th>Accommodation</th>
<th>Food</th>
<th>Drinks</th>
<th>Other Services</th>
<th>Gross</th>
<th>Levy</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>5,000.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>5,000.00</td>
<td>93.40</td>
</tr>
<tr>
<td>2</td>
<td>0.00</td>
<td>20,000.00</td>
<td>0.00</td>
<td>0.00</td>
<td>20,000.00</td>
<td>383.64</td>
</tr>
<tr>
<td>3</td>
<td>0.00</td>
<td>0.00</td>
<td>5,000.00</td>
<td>0.00</td>
<td>5,000.00</td>
<td>1,000.00</td>
</tr>
<tr>
<td>4</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>5</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>6</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>7</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>8</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>10</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>11</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>12</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>13</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>14</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Total Levy: KES 1,538.00
Once done filling all the daily entries proceed to click on the submit button as shown below:

Step 4- Submitting returns
You will get a notification message instructing you to confirm details of your returns. Click submit after confirming details.
Step 5- Eslip
You will receive an Eslip for your levy submission.

Step 6- Payment Options
Once you have generated the Eslip you can proceed to make payments via any of the payment options as shown below.

1. Bank
2. Mobile Money
3. RTGS/EFT
Step 7 - Mpesa Payments
Once you have selected payments via Mobile Money proceed to enter the below details as shown below to pay using your phone.

Step 8 - Bank Payments
To make bank payments Over the Counter or via EFT/RTGS follow the below instructions:
4.0 View Eslips Details
To view eslip details navigate to Eslip at the Top Bar on the main menu and you will be able to view eslip details as shown below:

5.0 How to file nil returns

![Image of Levy system interface for filing nil returns](image-url)
6.0 Profile

6.1 Update Profile

To update your profile navigate to the profile link at the top bar and you will be able to update profile as shown below:

6.2 Change Password

To change your password proceed to enter the old password then enter a new password and reconfirm the new password as shown below.
How to recover a lost/forgotten password

If you happen to forget your password while logging in to the eLey portal, kindly click on ‘Forgot Password’ as shown below,

You will then be directed to a password recovery page as shown below:
All you need to do now is enter the email address you used to register on the portal and click ‘RESET’. A new password will be sent to your email address.

You can now log in to your eLevy account by clicking on the ‘Login’ icon as shown below. You will then be redirected to the log in page where you can proceed to fill in your email address and the new password.
CONTACT INFO

HEAD QUARTERS
Tourism Fund, Valley Road, 5th Floor,
Access from Bishop Road,
P.O Box 46987-00100,
Nairobi, Kenya
Tel: +254 020 2714900/1/2/6/7/9,
Mobile: +254 728 337499, +254 780 400113,
Fax +254 020 2714911,
Toll Free: 08002210915/08007722109
eLevy Hotline Number: 0202978010
Email: info@tourismfund.co.ke
Website: www.tourismfund.co.ke

NAIROBI REGIONAL OFFICE
Nairobi South and Nairobi North
Regional Office
Tourism Fund, Valley Road, 3rd Floor,
Access from Bishop Road,
P.O Box 46987-00100,
Nairobi, Kenya
Tel: +254 020 2714900/1/2/6/7/9,
Mobile: +254 728 337499, +254 780 400113

SOUTH RIFT REGIONAL OFFICE
AFC Building, Mezzanine Floor,
Kijabe off Kenyatta Avenue
P.O Box 2812 -20100
Nakuru, Kenya
Tel: 051 – 2215660
Mobile: 0717359988, 0780400117

CENTRAL KENYA REGIONAL OFFICE
Sohan Plaza,
4th Floor Nyayo Road
P.O Box 348-10100
Nyeri, Kenya
Tel: 061-2030778
Mobile: +254 705 395118/ +254 780 400118

WESTERN REGIONAL OFFICE
Reinsurance Plaza
7th Floor Oginga Odinga Road
P.O Box 1406-40100
Kisumu, Kenya
Tel: 057 – 2022247
Mobile: 0703288464/0753058836

NORTH RIFT REGIONAL OFFICE
KVDA Plaza , 4th Floor,
Oloo Street
P.O. Box 8560 – 30100
Eldoret, Kenya
Tel: 053-2063433 / 2030139
Mobile: 0703289367, 0753058744

COAST REGION
Machakos Rd (Off Moi Avenue) Pereira Building
Next To Jubilee Building 3rd Flr,
P.O Box 99832-80100
Mombasa, Kenya
Telephone: 041-220493,
Mobile: 0705 395320/ 0780 400115