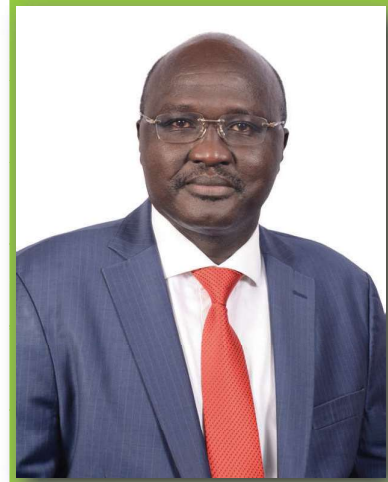




# USER GUIDE



## 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**

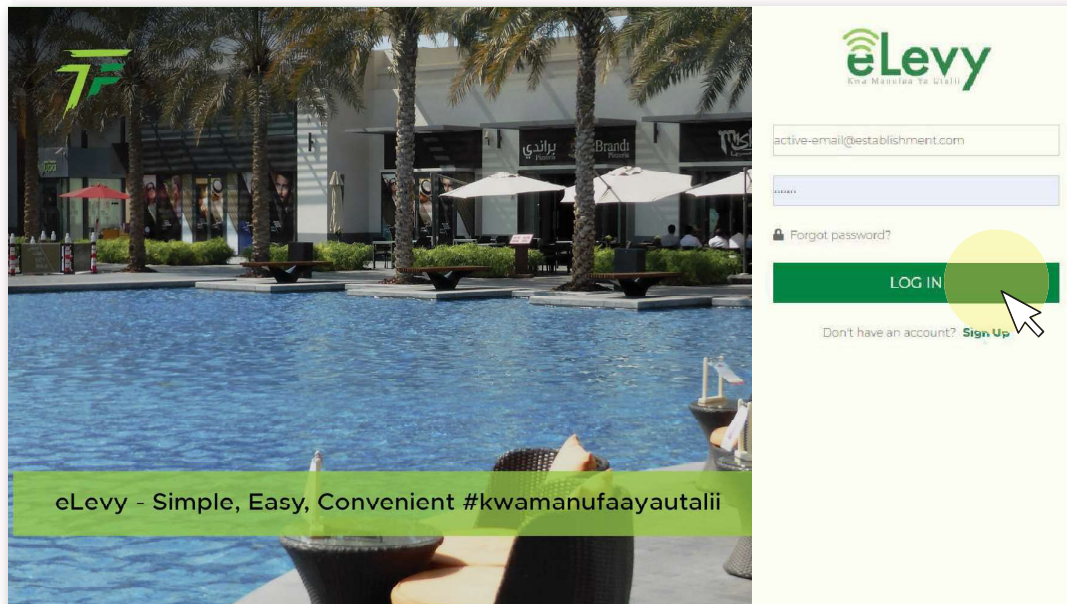
# USER GUIDE

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## 1.0 Registering an Account

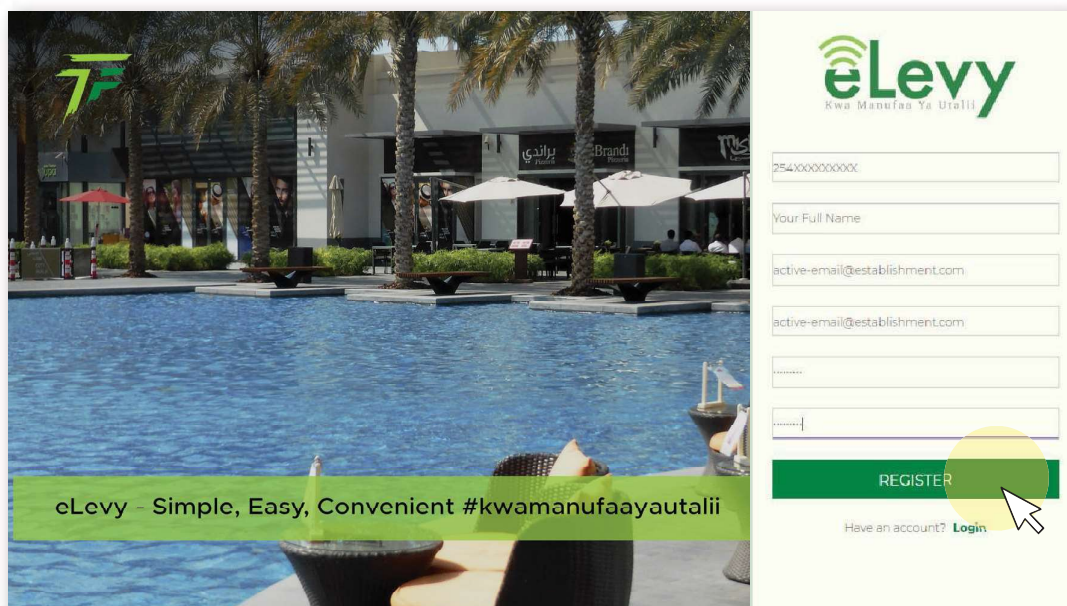
Visit the URL <https://levy.tourismfund.co.ke> on the browser to access the levy system.



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

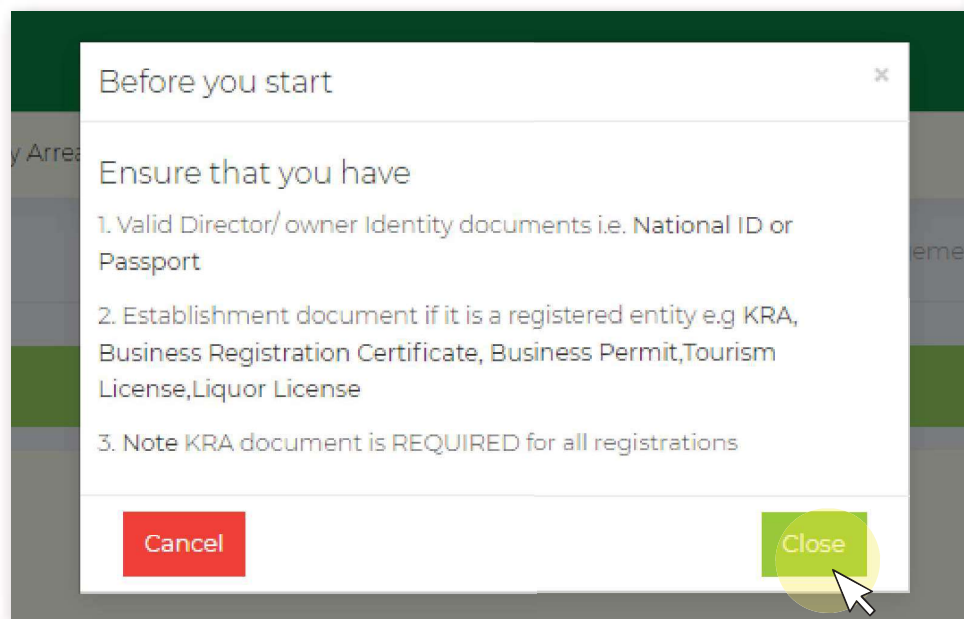
- Phone Number
- Customer Name
- Email Address
- Password
- Confirm Password

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.



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

New Establishment

Management / Establishment / New

Import Existing Establishment

VIEW REQUIREMENTS

STEP 1

Details

Trading name

Trading Name

Name on Business Permit

Name on Business Permit

Registered Name

Registered name

Business type

Choose business type

Establishment email

Email

if more than 1 use comma(,) to separate

Establishment phone numbers

Phone Numbers

if more than 1 use comma(,) to separate

Date started

01/01/1900

default 01/01/1900

START

Provide your establishment details as requested

New Establishment

Management / Establishment / New

Import Existing Establishment

VIEW REQUIREMENTS

STEP 1

Details

Trading name

Active Establishment

Name on Business Permit

Active Establishment

Registered Name

Registered name

Business type

Choose business type

Off Bomet/narok Rd

Establishment email

Email

if more than 1 use comma(,) to separate

Establishment phone numbers

Phone Numbers

if more than 1 use comma(,) to separate

Date started

01/01/1900

default 01/01/1900

START

Provide your establishment location details as requested

**eLevy** TOURISM FUND CUSTOMER

Dashboard Management File Returns Pay Arrears Eslips Profile Logout

**New Establishment** Management / Establishment / New [Import Existing Establishment](#)

**STEP 2**  
Maleu Ltd Location

**County**  
47 Nairobi

**Sub County**  
279 Roysambu

**Postal Address**

Number	Code	Town
111	111	Buoy

**Plot Number/Land Registry Number**  
1963/1922

**Street**  
Kwampole

**Town Of Establishment**  
Pac

**Landmark**  
Alight at Tumaini supermarket, take 3 lefts

using your nearest surroundings how would you direct somebody to your establishment

[BACK](#) [NEXT](#)

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

**eLevy** TOURISM FUND CUSTOMER

Dashboard Management File Returns Pay Arrears Eslips Profile Logout

**New Establishment** Management / Establishment / New [Import Existing Establishment](#)

**STEP 3**  
Maleu Ltd Tourism Activities

**Accommodation**  
No

**Tourism class**  
Hotel

**Services**  
Food & Drinks

**Other Services**  
Swimming, Horse Riding, Diving, Conferencing

e.g swimming-separate different services using a comma(,). Leave blank if you have no other services.

[BACK](#) [NEXT](#)



Provide your person details as requested.

**eLevy**  
Tourism Fund Customer

Dashboard Management File Returns Pay Arrears Eslips Profile Logout

**New Establishment** Management / Establishment / New Import Existing Establishment

**STEP 4**  
Maleu Ltd owner contact details and scan/photo of id document

**Add**

National Id/Passport	Full name	Phone number	Document
30506228	Mbithi Silver Kioko	254758090909	Choose File Screenshot_30.png

**UPLOAD**

**BACK** **NEXT**

Upload the personal documents as prompted

**eLevy**  
Tourism Fund Customer

Dashboard Management File Returns Pay Arrears Eslips Profile Logout

**New Establishment** Management / Establishment / New Import Existing Establishment

**STEP 4**  
Maleu Ltd owner contact details and scan/photo of id document

**Uploaded**

Mbithi Silver Kioko  
Id: 30506228  
Phone: 254758090909

**View** **Delete**

**Add**

National Id/Passport	Full name	Phone number	Document
ID/Passport	Full name	Phone Number	Choose File Screenshot_30.png

**UPLOAD**

**BACK** **NEXT**

Verify the uploaded documents.

The screenshot shows the 'New Establishment' page in the eLevy system. A modal dialog titled 'Complete Step 4' is displayed, asking 'Have you uploaded all the owners and their documents?' and 'A document is uploaded after you have clicked the UPLOAD button'. The 'Yes' button is highlighted with a yellow box and a mouse cursor. The background page shows 'STEP 4' with instructions to upload Maleu Ltd owner contact details and scan/photo of ID document. An 'Uploaded' section lists 'Mbithi Silver Kioko' with ID '30906228' and phone '254758090909'. Below this is an 'Add' section with fields for 'National Id/Passport', 'Full name', 'Phone number', and 'Document'. The 'Document' field has a 'Choose File' button and 'Screenshot\_30.png' is listed. A green 'UPLOAD' button is at the bottom, with 'BACK' and 'NEXT' buttons below it.

Click the upload button.

The screenshot shows the 'New Establishment' page in the eLevy system. The page is titled 'FINISH' with instructions to upload Maleu Ltd documents (e.g., Certificate, Permit, License). An 'Add' section contains fields for 'Document ID/Serial number' (P568947621), 'Document type' (KRA), and 'Pick a file (pdf,jpg,jpeg,png)'. The 'Pick a file' field has a 'Choose File' button and 'Screenshot\_43.png' is listed. A green 'UPLOAD' button is highlighted with a red box and a mouse cursor. Below the 'UPLOAD' button are 'BACK' and 'COMPLETE' buttons.

Confirm that you have clicked the upload button.

The screenshot shows the 'New Establishment' page in the eLevy system. At the top, a green notification banner states 'Maleu Ltd Document was uploaded successfully'. The page has a navigation bar with links: Dashboard, Management, File Returns, Pay Arrears, Eslips, Profile, and Logout. The main content area is titled 'New Establishment' and includes a breadcrumb trail: Management / Establishment / New. There is a button for 'Import Existing Establishment'. The page is divided into two sections: 'FINISH' and 'Add'. The 'FINISH' section shows a list of uploaded documents, including one for 'Maleu Ltd' with ID 'P568947621'. The 'Add' section contains input fields for 'Document ID/Serial number', 'Document type', and a file upload area. A large green 'UPLOAD' button is prominently displayed. Below the 'UPLOAD' button are 'BACK' and 'COMPLETE' buttons. A mouse cursor is pointing at the 'COMPLETE' button, which is highlighted with a red box.

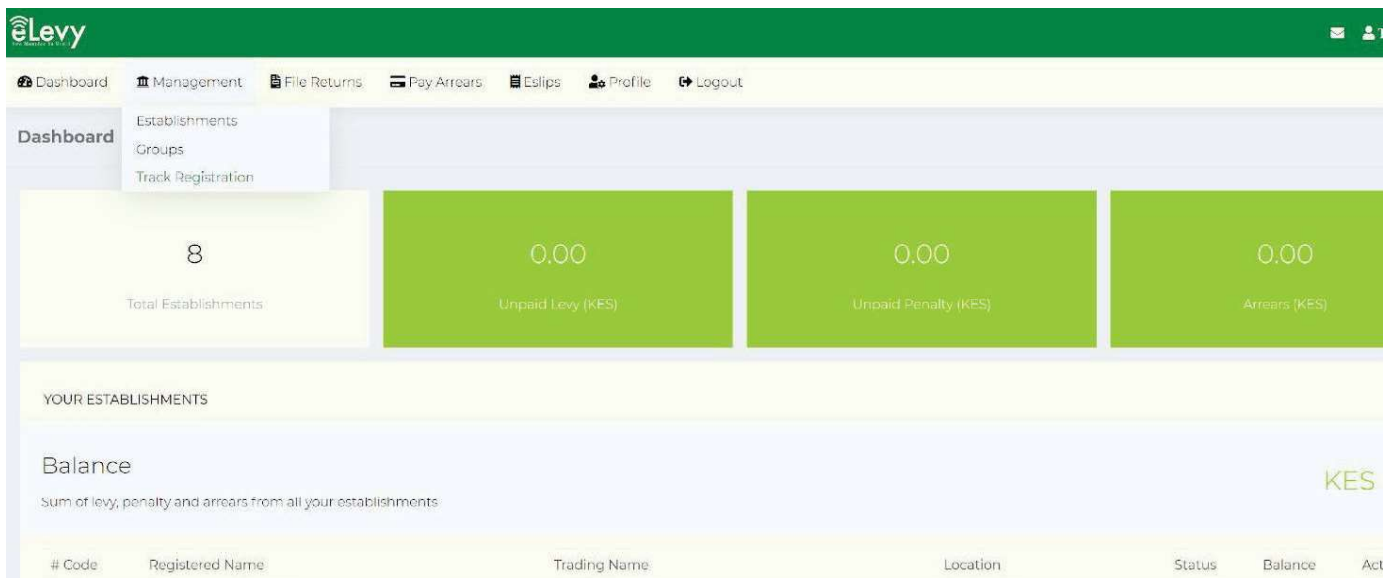
Complete the document upload process.

This screenshot shows the same 'New Establishment' page as the previous one, but with a confirmation dialog box open. The dialog box is titled 'Complete Step 5' and asks: 'Have you uploaded all the documents belonging to your establishment?'. It provides a brief instruction: 'A document is uploaded after you have clicked the UPLOAD button'. There are two buttons in the dialog: 'No' (red) and 'Yes' (green). A mouse cursor is pointing at the 'Yes' button, which is highlighted with a red box. The background page is dimmed, showing the same 'New Establishment' form with the 'COMPLETE' button still highlighted.

## Track Registration

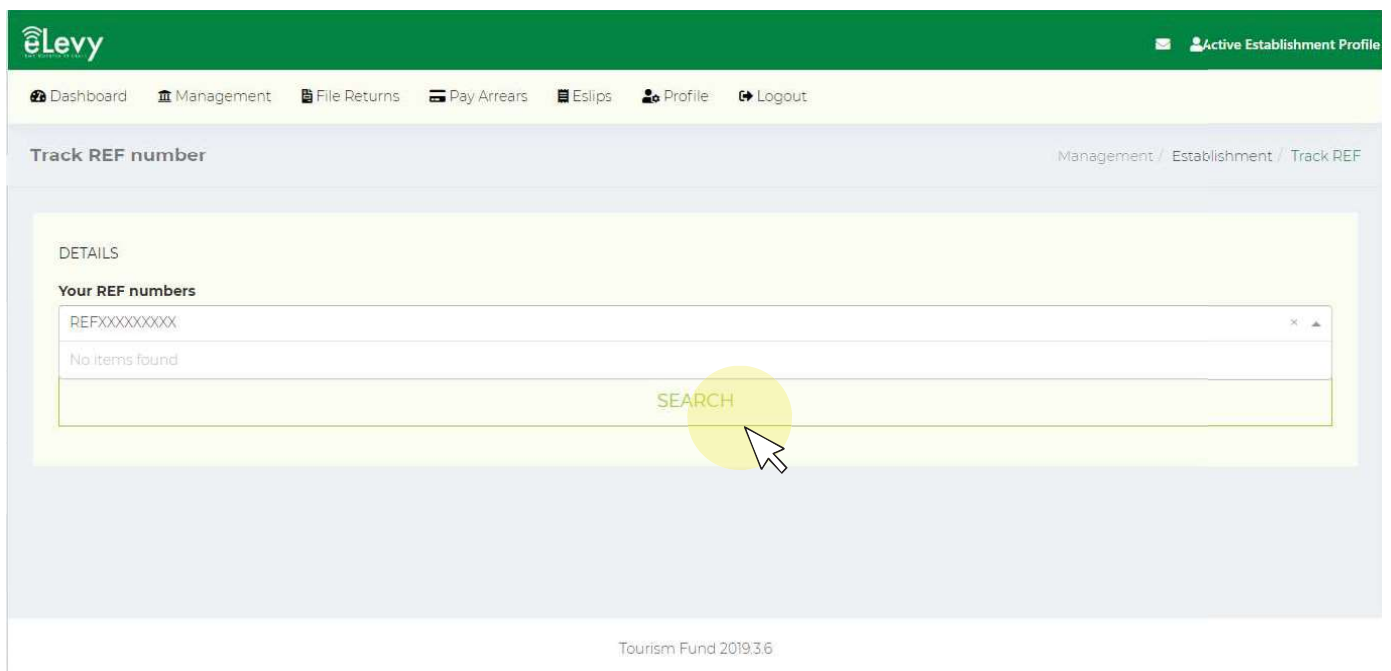
Once you have completed the registration process for your establishment on the eLevy portal, you can track the progress of your registration to confirm if you have successfully been registered.

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'.



The screenshot shows the eLevy portal dashboard. The top navigation bar includes links for Dashboard, Management, File Returns, Pay Arrears, Eslips, Profile, and Logout. The Management tab is active, and its dropdown menu is open, showing options for Establishments, Groups, and Track Registration. The dashboard displays four key metrics: Total Establishments (8), Unpaid Levy (KES) (0.00), Unpaid Penalty (KES) (0.00), and Arrears (KES) (0.00). Below these metrics is a section titled 'YOUR ESTABLISHMENTS' with a 'Balance' summary and a table with columns for # Code, Registered Name, Trading Name, Location, Status, Balance, and Act.

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.



The screenshot shows the 'Track REF number' page in the eLevy portal. The page has a breadcrumb trail: Management / Establishment / Track REF. It features a 'DETAILS' section with a 'Your REF numbers' label. Below this is a text input field containing 'REFXXXXXXXX' and a 'No items found' message. A yellow circle highlights the 'SEARCH' button, which is being clicked by a mouse cursor. The footer of the page reads 'Tourism Fund 2019.3.6'.

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:

The screenshot shows the eLevy dashboard for an 'Active Establishment Profile'. The top navigation bar includes links for Dashboard, Management, File Returns, Pay Arrears, Eslips, Profile, and Logout. The dashboard features four summary cards: Total Establishments (1), Unpaid Levy (KES) (0.00), Unpaid Penalty (KES) (0.00), and Arrears (KES) (0.00). Below these is a section titled 'YOUR ESTABLISHMENTS' with a 'Balance' summary showing 'Sum of levy, penalty and arrears from all your establishments' as 'KES 0.00'. A table lists establishments with columns for # Code, Registered Name, Trading Name, Location, Status, Balance, and Action. One establishment is listed with code CXXXXX, name Active Establishment, trading name Active Establishment, location Off Bonie/hiarok Rd, status Active, and balance KES 0.00. An 'Import' button is visible in the table's action column. The footer indicates 'Tourism Fund 2019.3.6'.

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.

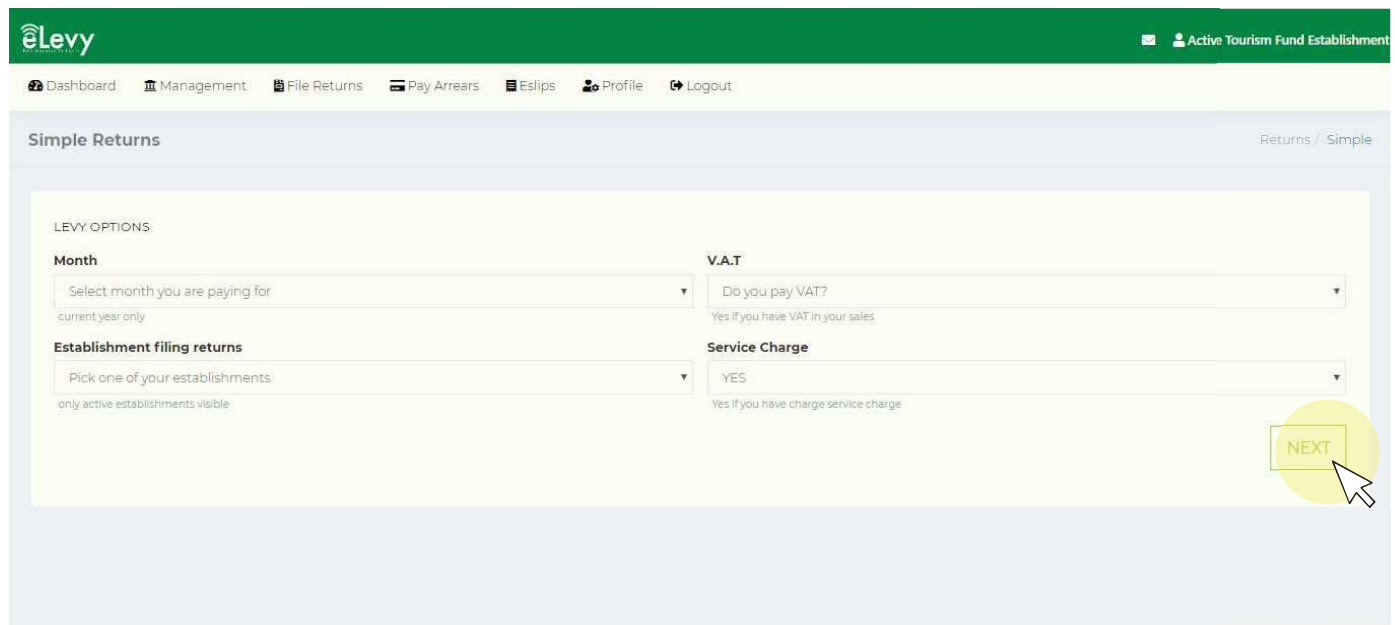
The screenshot shows the 'Existing Establishment' management page. The top navigation bar is the same as the dashboard. The page title is 'Existing Establishment', and the breadcrumb trail is 'Management / Establishment / Existing'. A 'New' button is located in the top right corner. The main content area is titled 'ESTABLISHMENT CODES' and contains a text input field with the following codes listed: 01XXXXX, 02XXXXX, 03XXXXX, 04XXXXX, and 05XXXXX. An 'IMPORT' button is located at the bottom right of the input field, highlighted with a red box and a mouse cursor. The footer indicates 'Tourism Fund 2019.3.6'.

### 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:



The screenshot shows the 'Simple Returns' page in the eLevy system. The page has a green header with the eLevy logo and a navigation bar with links: Dashboard, Management, File Returns, Pay Arrears, Eslips, Profile, and Logout. The main content area is titled 'Simple Returns' and contains a form with the following sections:


- LEVY OPTIONS:**
  - Month:** A dropdown menu with the text 'Select month you are paying for' and 'current year only' below it.
  - V.A.T:** A dropdown menu with the text 'Do you pay VAT?' and 'Yes if you have VAT in your sales' below it.
  - Establishment filing returns:** A dropdown menu with the text 'Pick one of your establishments:' and 'only active establishments visible' below it.
  - Service Charge:** A dropdown menu with the text 'YES' and 'Yes if you have charge service charge' below it.

A yellow circle highlights a 'NEXT' button in the bottom right corner of the form, with a mouse cursor pointing at it. The footer of the page reads 'Tourism Fund 2019.3.6'.

#### 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


Tourism Fund Customer

Dashboard
Management
File Returns
Pay Arrears
Eslips
Profile
Logout

Simple ReturnsReturns / Simple

SERVICE CHARGES

Accommodation service charge (%)

8

between 0% and 10%. decimals accepted.

Food service charge (%)

1

between 0% and 10%. decimals accepted.

Drinks service charge (%)

0

between 0% and 10%. decimals accepted.

Other service service charge (%)

10

between 0% and 10%. decimals accepted.

NEXT

Tourism Fund 2019.2

Step 3- Return Details

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

Dashboard
Management
File Returns
Eslips
Profile
Logout

LEVY RETURN SHEET

January 2019

0300052 Nile Rest

Accommodation 5%, Food 8%, Drinks 2%, Other 10%

Total Levy: KES 1,538.00

Day	Accommodation	Food	Drinks	Other Services	Gross	Levy
1	5,000.00	0.00	0.00	0.00	5,000.00	93.46
2	0.00	20,000.00	0.00	0.00	20,000.00	363.64
3	0.00	0.00	56,210.00	0.00	56,210.00	1,080.98
4	0.00	0.00	0.00	0.00	0.00	0.00
5	0.00	0.00	0.00	0.00	0.00	0.00
6	0.00	0.00	0.00	0.00	0.00	0.00
7	0.00	0.00	0.00	0.00	0.00	0.00
8	0.00	0.00	0.00	0.00	0.00	0.00
9	0.00	0.00	0.00	0.00	0.00	0.00
10	0.00	0.00	0.00	0.00	0.00	0.00
11	0.00	0.00	0.00	0.00	0.00	0.00
12	0.00	0.00	0.00	0.00	0.00	0.00
13	0.00	0.00	0.00	0.00	0.00	0.00
14	0.00	0.00	0.00	0.00	0.00	0.00

Once done filling all the daily entries proceed to click on the submit button as shown below:

Dashboard Management File Returns Eslips Profile Logout

18	0.00	0.00	0.00	0.00	0.00	0.00
19	0.00	0.00	0.00	0.00	0.00	0.00
20	0.00	0.00	0.00	0.00	0.00	0.00
21	0.00	0.00	0.00	0.00	0.00	0.00
22	0.00	0.00	0.00	0.00	0.00	0.00
23	0.00	0.00	0.00	0.00	0.00	0.00
24	0.00	0.00	0.00	0.00	0.00	0.00
25	0.00	0.00	0.00	0.00	0.00	0.00
26	0.00	0.00	0.00	0.00	0.00	0.00
27	0.00	0.00	0.00	0.00	0.00	0.00
28	0.00	0.00	0.00	0.00	0.00	0.00
29	0.00	0.00	0.00	0.00	0.00	0.00
30	0.00	0.00	0.00	0.00	0.00	0.00
31	0.00	0.00	0.00	0.00	0.00	0.00
TOTALS	5,000.00	20,000.00	56,210.00	0.00	81,210.00	1,538.00

SAVE CLEAR RETURNS SUBMIT

Tourism Fund 2019.2

#### Step 4- Submitting returns

You will get a notification message instructing you to confirm details of your returns. Click submit after confirming details.

Dashboard Management File Returns Eslips Profile Logout

Before you submit

Ensure that you have

1. Provided the correct service charges (on accommodation, food, drinks and other services)
2. Filled the sheet with your gross income and not your net income
3. Indicated correctly on the question **Do you pay VAT?**
4. Verified that your daily entries are correct
5. Selected the correct month and your figures are for the same month

Please note that returns cannot be amended once submitted. Amendments will require verification from Tourism Fund.

Submit

18	0.00	0.00	0.00	0.00	0.00	0.00
19	0.00	0.00	0.00	0.00	0.00	0.00
20	0.00	0.00	0.00	0.00	0.00	0.00
21	0.00	0.00	0.00	0.00	0.00	0.00
22	0.00	0.00	0.00	0.00	0.00	0.00
23	0.00	0.00	0.00	0.00	0.00	0.00
24	0.00	0.00	0.00	0.00	0.00	0.00
25	0.00	0.00	0.00	0.00	0.00	0.00
26	0.00	0.00	0.00	0.00	0.00	0.00
27	0.00	0.00	0.00	0.00	0.00	0.00
28	0.00	0.00	0.00	0.00	0.00	0.00
29	0.00	0.00	0.00	0.00	0.00	0.00
30	0.00	0.00	0.00	0.00	0.00	0.00
31	0.00	0.00	0.00	0.00	0.00	0.00
TOTALS	5,000.00	20,000.00	56,210.00	0.00	81,210.00	1,538.00

SAVE CLEAR RETURNS SUBMIT

Tourism Fund 2019.2



## Step 5- Eslip


You will receive an Eslip for your levy submission.

Dashboard / Management / File Returns / Pay Arrears / Eslips / Profile / Logout								
Eslips								
Dashboard / Eslips								
ESLIP DETAILS								
Eslip Number	Date	Code	Name	Amount	Narrative	Status	Action	
01152118	01/09/2019	C1175	Sap Test Limited	1,578.00	C1175 Sap Test Limited returns for August 2019. Total levy payable KES 70.00	Saved	View	
01152119	01/09/2019	C1175	Sap Test Limited	5,000.00	C1175 Sap Test Limited returns for July 2019. Total levy payable KES 0.00, penalty payable 5,000.00	Saved	View	
02152120	02/09/2019	C1179	Edf	120.00	C1179 Edf returns for August 2019. Total levy payable KES 120.00	Paid	View	
04152121	04/09/2019	C4237	Zenith Milk Cafe	5,010.00	0105086 Zenith Milk Cafe returns for September 2019. Total levy payable KES 5,010.00	Paid	View	
04152122	04/09/2019	C4861	The Landmark Suites	474,549.00	0106481 The Landmark Suites returns for September 2019. Total levy payable KES 474,549.00	Paid	View	
04152123	04/09/2019	C9508	Mukutan Retreat	35,396.00	0500805 Mukutan Retreat returns for September 2019. Total levy payable KES 35,396.00	Paid	View	
04152124	04/09/2019	C9320	Elgon Valley Resort	50,000.00	0302298 Elgon Valley Resort returns for September 2019. Total levy payable KES 50,000.00	Paid	View	
04152125	04/09/2019	C4285	Ack St. Julians Centre	43,610.00	0105190 Ack St. Julians Centre returns for September 2019. Total levy payable KES 43,610.00	Paid	View	

## 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




Dashboard / Management / File Returns / Pay Arrears / Eslips / Profile / Logout

Dashboard / Eslips / Eslip 01152118

Payment Options ▾

Download/Print

**ESLIP 01152118**



Tourism Fund,  
Valley road 5th Floor,  
Access from Bishop Road,  
P.O Box 46937-00100,  
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  
Email: info@tourismfund.co.ke  
Website: www.tourismfund.co.ke

FOR,

**Sap Test Limited,**

01152118

525/325, Nyali, Mombasa, Likoni

**Eslip Date :** 01/09/2019

**Due Date :** 10/09/2019

## 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.

The screenshot shows the Tourism Fund portal with a modal window titled "How To Pay Via MPESA". The modal lists the following steps:

1. >Open MPESA menu
2. >Choose Lipa na M-PESA
3. >Choose Paybill
4. >Enter business number as **884500**
5. >Enter account number as **27146864**
6. >Enter amount as **6723**
7. >Enter your PIN
8. >Send

A green "Close" button is highlighted with a red box and a mouse cursor. The background shows a table of payments with a total of 6,723.00.

#	Description	Amount
1	January 2019 levy payment   5,185.00 penalty	KES 1,538.00
2	Penalties payment	KES 5,185.00
<b>Total</b>		<b>6,723.00</b>

Since you have generated levy after due date we have added appropriate penalties to your payable total.

Tourism Fund Bank Accounts: | Cooperative Bank, Parliament road branch, A/C 01136001331600 | KCB Bank, KICC branch A/C 1102123803

Payment Options ▼ Download/Print

Tourism Fund 2019

## Step 8 – Bank Payments

To make bank payments Over the Counter or via EFT/RTGS follow the below instructions:

The screenshot shows the Tourism Fund portal with a modal window titled "How To Pay Via Bank". The modal lists the following instructions:

**Over The Counter**

Cooperative Bank  
Visit your nearest branch with a copy of your eslip and request to pay for tourism levy  
Location Parliament road branch Acc No 01136001331600, Swift code KCOOKENA

KCB Bank  
Visit your nearest branch with a copy of your eslip and request to pay for tourism levy  
Location KICC branch Acc No 1102123803, Swift code KCBLENX

**EFT/RTGS**  
In order for us to clear your balance automatically you must quote the eslip number (beneficiary reference field or "Field 70").

**Cooperative Bank**  
Location Parliament road branch Acc No 01136001331600, Swift code KCOOKENA

**KCB Bank**  
Location KICC branch Acc No 1102123803, Swift code KCBLENX

A green "Close" button is highlighted with a red box and a mouse cursor. The background shows the "ESLIP 01152118" page with contact information for the Tourism Fund.

**ESLIP 01152118**

**TOURISM FUND**

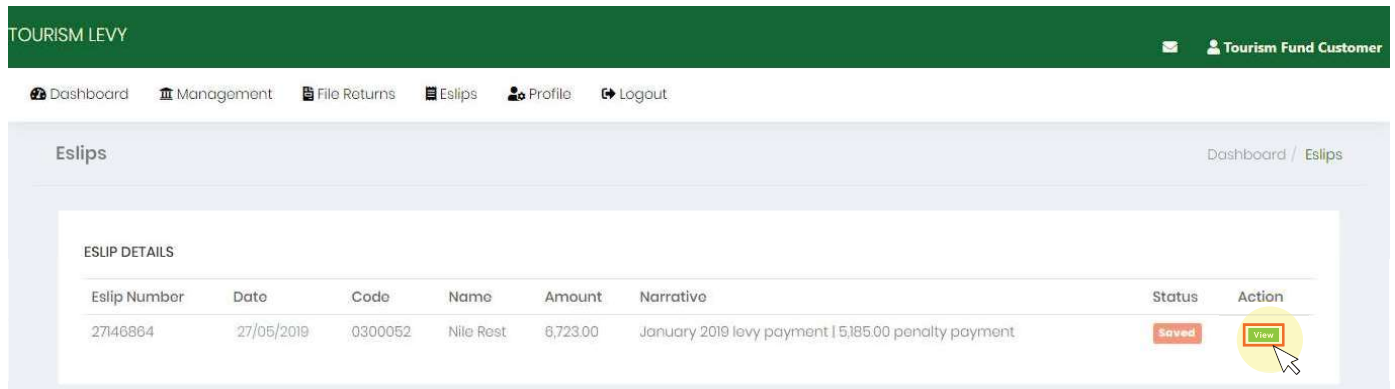
Tourism Fund,  
Valley road 5th Floor,  
Access from Bishop Road,  
P.O Box 46887-00100,  
Nairobi, Kenya  
Tel: +254 020 2714900/1/2/6/7/9,  
Mobile: +254 728 337499, +254 780 400113,  
Fax: +254 020 2714911,  
Toll Free: 08002210915 / 08007722109  
Email: info@tourismfund.co.ke  
Website: www.tourismfund.co.ke

Payment Options ▼ Download/Print

ESlip Date : 01/09/2019  
Due Date : 10/09/2019

#### 4.0 View Eslips Details

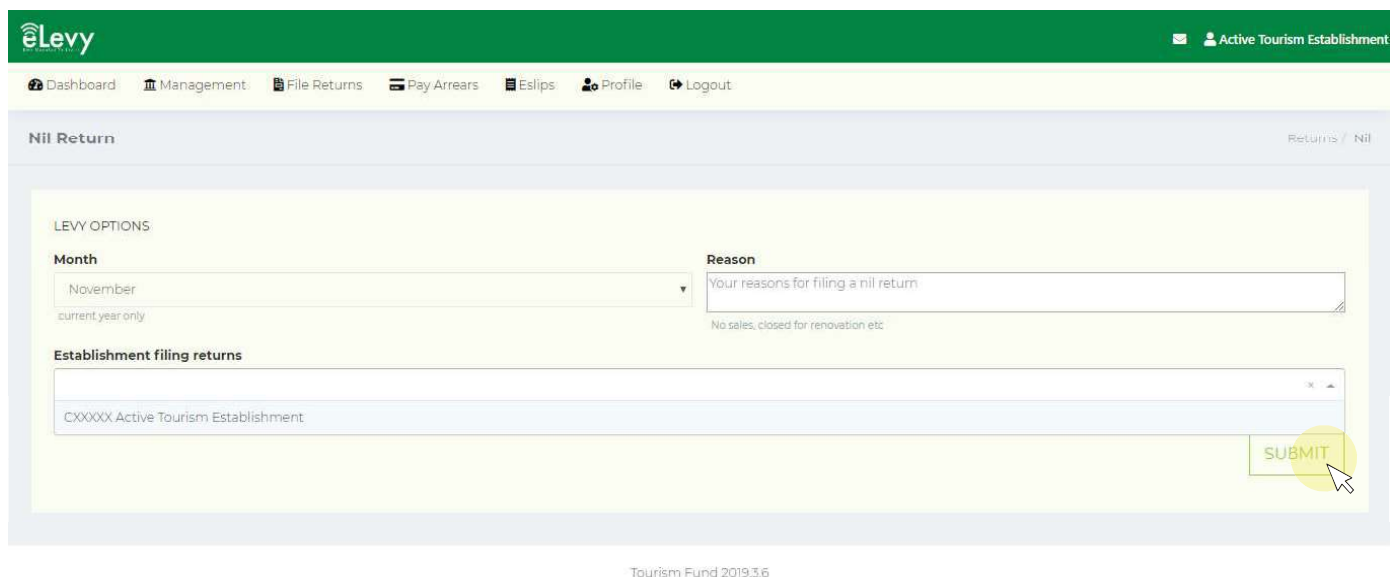
To view eslip details navigate to Eslip at the Top Bar on the main menu and you will be able to view eslip details as shown below:



The screenshot shows the 'TOURISM LEVY' dashboard. The top navigation bar includes 'Dashboard', 'Management', 'File Returns', 'Eslips', 'Profile', and 'Logout'. The 'Eslips' section is active, displaying a table of eslip details. A yellow circle highlights the 'View' button in the 'Action' column for the first row.

Eslip Number	Date	Code	Name	Amount	Narrative	Status	Action
27146864	27/05/2019	0300052	Nile Rest	6,723.00	January 2019 levy payment   5,185.00 penalty payment	Saved	View

#### 5.0 How to file nil returns



The screenshot shows the 'eLevy' dashboard. The top navigation bar includes 'Dashboard', 'Management', 'File Returns', 'Pay Arrears', 'Eslips', 'Profile', and 'Logout'. The 'Nil Return' section is active, displaying a form for filing a nil return. A yellow circle highlights the 'SUBMIT' button.

**LEVY OPTIONS**

**Month**  
November  
current year only

**Reason**  
Your reasons for filing a nil return  
No sales, closed for renovation etc

**Establishment filing returns**  
CXXXXX Active Tourism Establishment

**SUBMIT**

Tourism Fund 2019.3.6

## 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:

Dashboard / Profile / Security

**ACCOUNT CREDENTIALS**

**Current Password**  
Old password

**New Password**  
New password

**Confirm Password**  
Confirm new password

**CHANGE**

### 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

Dashboard / Profile / Details

**PERSONAL DETAILS**

**First Name**  
Tourism

**Middle Name**  
Fund

**Last Name**  
Customer

**ID number/ passport**  
ID number or passport

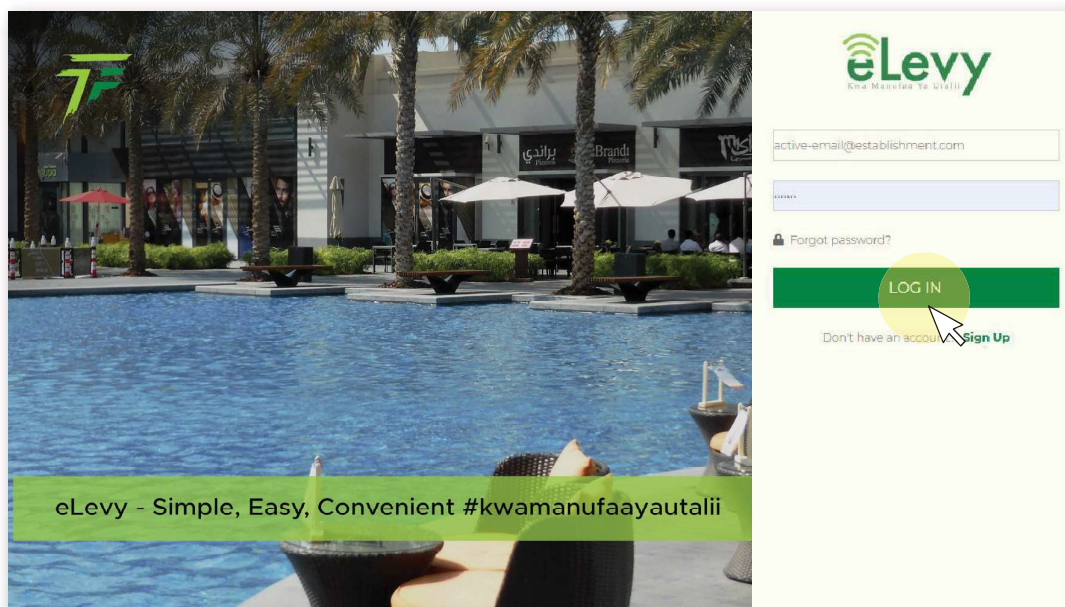
**Phone Number**  
254758080802  
notifications will be sent to this number

**Email**  
customer@tourismfund.co.ke  
updates your login email address! Notifications will be sent to this email

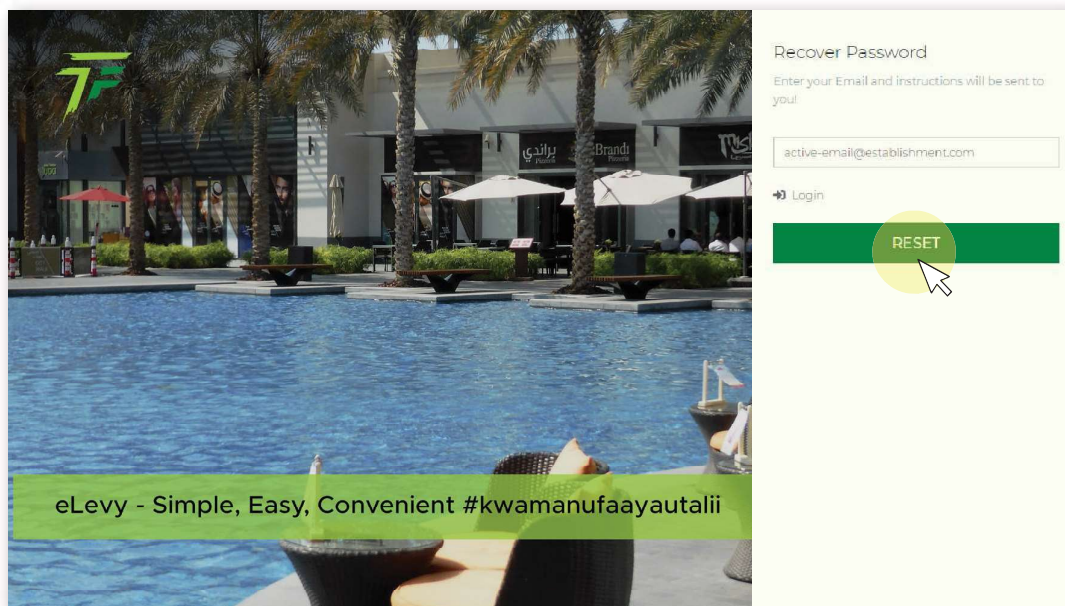
**UPDATE**

## How to recover a lost/forgotten password

If you happen to forget your password while logging in to the eLevy portal, kindly click on 'Forgot Password' as shown below.



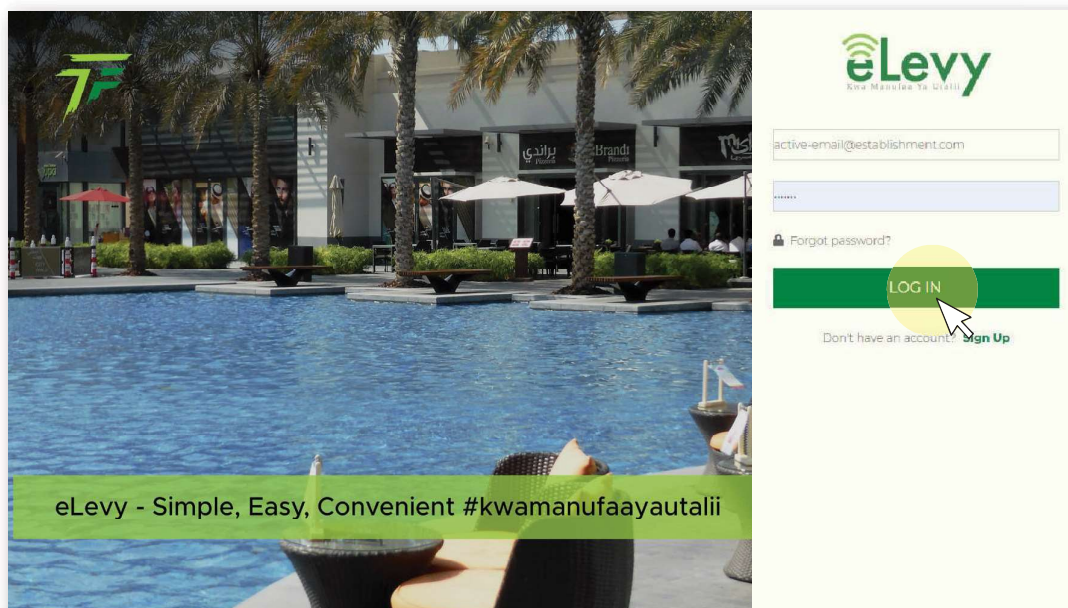
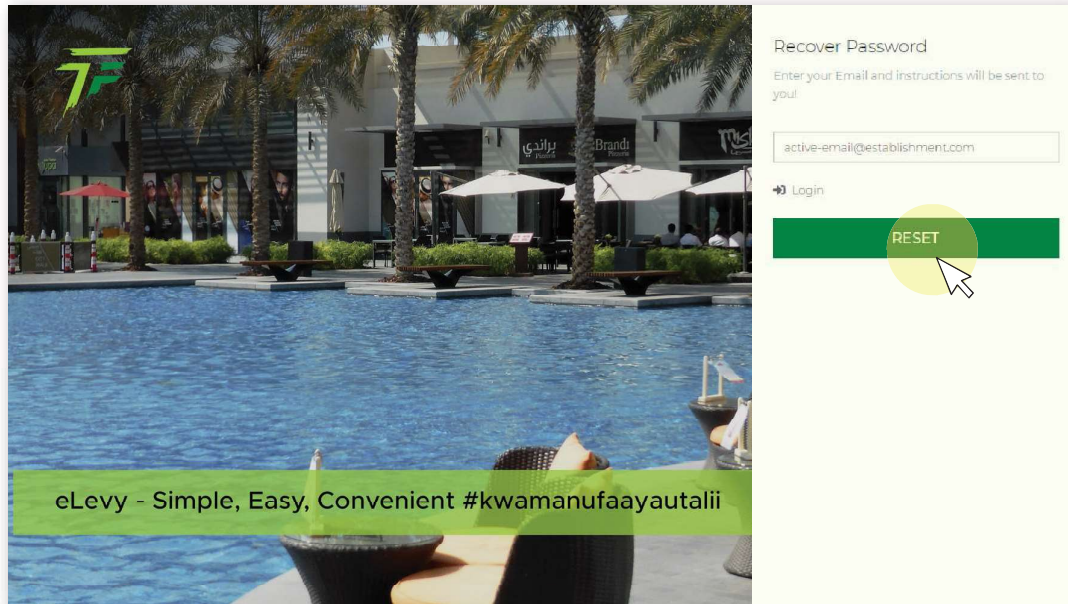
You will then be directed to a password recovery page as shown below:





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

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Fax +254 020 2714911,  
Toll Free: 08002210915/08007722109  
eLevy Hotline Number:0202978010  
Email: [info@tourismfund.co.ke](mailto:info@tourismfund.co.ke)  
Website: [www.tourismfund.co.ke](http://www.tourismfund.co.ke)

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**AN INITIATIVE OF TOURISM FUND**

