



P.O. BOX 325, 64 Regent Street, Belize City, Belize, C.A.

BTB Online Portal Guide

(Version: 09.20)

I.) Enter the BTB Online Portal

A) Login

1. Enter URL address <https://online.belize tourismboard.org>
2. Enter Login Credentials as provided by BTB: User Email, Password, and Control ID. (Note: All accommodation properties are automatically registered with an Administrator Online account to the property. The confirmation email with the login credentials is sent to the registered finance email. First time users are recommended to check the junk mailbox. The temporary password provided is only valid for 48 hours. If password expired, please follow the forgot password steps. User emails are unique and they share the same password on the BTB Online Portal.)
3. Select 'Login' to enter BTB Portal.

B) Forgot Password

1. Select 'Forget Password' on login page.
2. Enter your email address.
3. A temporary password will be emailed to you. (Temporary passwords are only valid for 48 hours)
4. Proceed to login using temporary password. You will be prompted to change temporary password upon login. (Note: If you have multiple accounts on the BTB Online Portal with the same user email, the password will be the same when changed.)

II.) Online Guest Registration Form

A) Create a new Guest Registration Form

1. Select 'Guest Registration' Tab.
2. Select 'Add Guest Registration' from drop-down menu.
3. All mandatory fields that must be entered are indicated with a red asterisk.
4. Enter Primary Guest Information, full name, address, contact number and email, number of guests, check-in and check-out date. (Note: date formats are Month/Day/Year, hence use the calendar feature to select the date to prevent errors)
5. Check-in and check-out time are set as defaults and used only for same-day reservations to calculate nights of stay.
6. Enter primary guest identification document type, document number, expiration date, country of issue, and nationality.



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7. Select rental space type whether room, unit, or bed. A Room (an enclosed area sold as a single rental space - eg. Hotels), Unit (more than one room sold together as a single rental space - eg. Condos), or Bed (one bed sold as a single rental space - eg. hostels).
8. Enter rental space number, invoice number, or reference number.
9. Select calculate nights of stay.
10. Select yes if the stay is a no show, complimentary, or tax exempted. If tax exempted, supporting documentation must be attached.
11. Indicate any discounts offered to the guest.
12. Enter the average daily rate or accommodation charges inclusive of any discounts before taxes.
13. Review prepopulated tax amount and total charges inclusive of taxes.
14. Enter any special notes in relation to the guest. Example: special requests, conditions, cancellation policy, and any rental space rules.
15. Select the verification checkbox and click 'Submit Completed Form'.

B) Guest Registration Form Update

1. Select 'Guest Registration' Tab.
2. Select 'Guest Registration List' from drop-down menu.
3. Select Guest Registration Form number that requires an update.
4. Edit guest or rental space information.
5. If guest did not show up but revenues were collected select yes for no show.
6. If tax exempted, view or replace exemption letter.
7. Select verification checkbox and Click on 'Update GRF'.

C) Guest Registration Form Voiding

1. Select 'Guest Registration' Tab.
2. Select 'Guest Registration List' from drop-down menu.
3. Select Guest Registration Form number you wish to void.
4. Select the verification checkboxes.
5. You can enter a reason for voiding.
6. Click on 'Void GRF'.

D) Guest Registration Form Signature

1. Select 'Guest Registration' Tab.
2. Select 'Guest Registration List' from drop-down menu.
3. Click on 'Sign'.
4. Guest signs the form using a mouse or touch device.
5. Click on 'Sign now'.
6. Select if signature is 'OK' or have guest 'Try Again'.



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E) Upload a Guest Registration Form

1. Select 'Guest Registration' Tab.
2. Select 'Upload Import File' from drop down menu.
3. Choose CSV file from your computer and enter a description (ensure the upload file format is according to the specification sheet defined and provided on the Import File Upload page. Note that updates were made to the specifications file to include the new rental space type field. If the upload file does not have the field, the system will recognize the Guest Registration entry as a 'Room' rental space type by default).
4. Click on 'Upload'.

F) Export Guest Registration List

1. Select 'Guest Registration' Tab.
2. Select 'Guest Registration List' from drop-down menu.
3. Select Begin and End Dates.
4. Select 'Download GRF List' to download an excel of the Guest Registration Forms.

III.) Online Monthly Accommodation Tax Return

A) Create an Automated Tax Return

1. Select 'Tax Return' menu tab > 'Create Tax Return'.
2. Enter 'Year' and 'Month' of Tax Return to declare.
3. Select 'Search GRF List for Automated Tax Return'
4. (List of GRF for the period will be shown with ability to open, void & edit.)
5. Review the preview subtotal of revenues and taxes from GRF List. (Note only GRF with 'Completed' status will be used to calculate tax return)
6. Select 'Calculate Tax Return'.
7. (MATR form will be generated automatically with GRF list.)
8. Enter 'Total Nights Unavailable' by rooms, units, and beds breakout referencing your maximum nights available displayed. (Unavailable rental nights can be condo rental spaces blocked out for owner use or unavailable rental spaces due to renovations and maintenance issues. Complimentary nights used are not considered unavailable rental nights.)
9. Review form for accuracy.
10. Select the declaration checkbox and 'Submit Completed Form'.
11. Select 'OK' after prompt 'Do you want to submit the tax return' to create invoice(s)
 - i. Note that only one tax return can be submitted for a reporting period. You will be prompted an error message if an entry already exists.
 - ii. Note that surcharge and interests are charged automatically based on submission date.
12. Review Current Statement with the current invoices created and confirm the 'Balance Due' amount.
13. Select 'Pay Now' to make payment online (See Online Payments Steps).



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B) Create a Nil Return or Manual Tax Return

1. Select 'Tax Return' menu tab > 'Create Tax Return'.
2. If there are no online Guest Registration Form, select 'Enter a Nil or Manual Tax Return'
3. Confirm prompt 'Ok' if you will be entering a Nil Return. All Guest Registration Forms must be entered via the BTB Portal first and to use Automatic MATR feature to search GRF List. A Manual Tax Return is only used under approved circumstances.
4. Select Reporting Period 'Year' and 'Month'
5. Enter first and last Guest Registration series number. (If Nil: enter zeros)
6. Enter Accommodation Revenue for the reporting period. (If Nil: enter zeros)
7. Enter Exempted Revenue if any (must provide documentation).
8. Enter 'Total Nights Unavailable' by rooms, units and beds breakout referencing your maximum nights available displayed. (Unavailable rental nights can be condo rental spaces blocked out for owner use or unavailable rental spaces due to renovations and maintenance issues. Complimentary nights used are not considered unavailable rental nights.)
9. Enter Room, Unit, and Bed Nights sold and Total Guests Stayed to local and foreigners. (If Nil: leave as zeros)
10. Review form for accuracy
11. Select the declaration checkbox and 'Submit Completed Form'.
12. Select 'OK' after prompt 'Do you want to submit the tax return' to create invoice(s).
 - i. Note that only one tax return can be submitted for a reporting period. You will be prompted an error message if an entry already exists.
 - ii. Note that surcharge and interests are charged automatically based on submission date.
13. Review Current Statement with the current invoices created and confirm the 'Balance Due' amount.
14. Select 'Pay Now' to make payment online (See Online Payments Steps).

C) View Tax Return List

1. Select 'Tax Return' menu tab > 'Tax Return List'.
2. Select the link with Tax Return Period from the first column to view tax return.
3. Save as PDF or Print Options are available.



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IV.) Online Payments

A) View Statement Report for Payment

1. Select 'Pay Now' in the Current Statement view after a tax creation;
Or Select 'Reports' menu tab > 'Statements'.
2. Review prompt message to record 'Total Balance Due' and Select 'OK'.
3. Select the Logo of your Bank of Choice to make payment online.
4. Login to your Online Bank Account to make Bill Pay to BTB (steps for banks below).

B) Scotia Bank Payment

1. Go to Scotia Bank 'Personal Banking' or 'Business Banking' from Homepage.
2. Sign in with your Scotia Bank Online Account Credentials.
3. Select 'Bill Pay' tab.
4. Select 'Add a Payee'.
5. Enter you BTB Control ID in the 'Account Number' field and Submit.
6. Add account number and submit.
7. Click on the New created BTB Payee Account to 'Pay a Bill'.
8. Select the account you will be making payment from and 'Submit'.
9. Enter Payment Amount and Press 'Next' to apply payment.
10. View Summary indicating your payment.

C) Heritage Bank

1. Go to 'E-Banking' link on the Heritage Bank Homepage.
2. Sign in with your Heritage Bank Online Account Credentials.
3. Select on 'Payments' tab.
4. Select 'Add New Merchant'.
5. Select 'Belize Tourism Board' from the merchant drop-down list.
6. Select 'Next'.
7. Enter your BTB Control ID in the 'Billing Account Number' field.
8. Enter your BTB Account Name in the 'Account Name in Invoice' field.
9. Select 'Submit' after completing information.
10. Back in the Merchant List screen, Select 'Belize Tourism Board'.
11. Select 'Pay'.
12. Select the account you will be making payment from.
13. Enter Payment Amount and Press 'Pay'.



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D) Atlantic Bank

1. Go to 'Personal Log In' or 'Corporate Log In' on the Atlantic Bank Homepage
2. Sign in with your Atlantic Bank Online Account Credentials.
3. Select 'Payments' tab.
4. Select 'Belize Tourism Board' from bill pay service drop-down list.
5. Enter your BTB Control ID in the 'Account Number' field.
6. Select 'Continue'.
7. Select the account you will be making payment from.
8. Enter Payment Amount.
9. Select 'Process'.
10. Save as Favorites.

E) Belize Bank

1. Go to 'Online Banking Login' link on the Homepage.
2. Sign in with your Belize Bank Online Account Credentials.
3. Go to 'Bill Pay' tab > 'Make Payment'.
4. Select the account you will be making payment from.
5. Select 'Belize Tourism Board' in the payees list and Click 'OK'.
6. Enter Payment Amount.
7. Select 'Proceed with Payments'.

Over the Counter Payments

1. Print out your BTB Invoice(s) or BTB Statement.
2. Over the Counter payments are accepted at Belize Bank, Scotia Bank and Atlantic Bank (Service not available by Heritage Bank)
3. Present to the cashier your Invoice or Statement to make Bill Payment over-the-counter .
4. Provide Payment Amount.
5. Review and Save Bank Receipt.

View Account Information

1. Select 'Licensing' menu tab > 'Account Info'.
2. View your Registered Account Information.
3. Save as PDF or Select Print option.
4. Contact the BTB Licensing Department through the 'Contact Us' page if you find any information missing or required update to make the necessary update in the Register.



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V.) User Management

A) Edit User Details

1. Select 'User Management' tab > 'List User'.
2. Select your user email to edit.
3. Edit the user name and contact number
4. Select 'Edit User' to confirm changes. An automatic update account email will be sent to user email.

B) Create a User (Administrator User Only)

1. Select 'User Management' tab > 'Add User'.
2. Enter User email to add and select 'Search User'.
3. If existing user email, select 'Existing User':
 - i. Select 'Security Level' for user. (Viewer – view access only to account information and tax return, Front Desk – access to create Guest registration forms only, Accounts – access to create Guest Registration Forms and Tax Returns)
 - ii. Select 'Add User'. An automatic new access email will be sent to user email. User will be able to login to new Control ID with same email and password.
4. If email is new:
 - i. Enter First Name, Last Name, and telephone number
 - ii. Select 'Security Level' for user. (Viewer – view access only to account information and tax return, Front Desk – access to create Guest registration forms only, Accounts – access to create Guest Registration Forms and Tax Returns)
 - iii. Enter any notes for user account.
 - iv. Select 'Add User'. An automatic new user confirmation email will be sent to user email with a temporary password to login to BTB Portal.

C) kTo Deactivate or Change User Security Level (Administrator User Only)

1. Select 'User Management' tab > 'List User'
2. To Deactivate/Activate User, select 'Deactivate/Activate' toggle
3. To change Security Level, select 'Security Level'. (Viewer – view access only to account information and tax return, Front Desk – access to create Guest registration forms only, Accounts – access to create Guest Registration Forms and Tax Returns)
 - i. Change security level from drop-down option.
 - ii. Select 'Save Changes'. An automatic user account update will be sent to user email.

D) User Activity Log

1. Select 'User Management' tab > 'Activity Log'.
2. Select the desired user from the drop-down list.
3. Filter activity based on begin and end date.
4. Click on 'Search'.