UmrahCore

Product Features Catalogue

One Platform. Every Step of the *Umrah Journey.*

Complete Umrah & Hajj Operations Management for Travel Agencies, Resellers and Enterprise Operators.



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About the visuals. Interface drawings in this catalogue are illustrative layouts that explain how features work. They are not screenshots, and any sample figures in them are examples only.

PRODUCT OVERVIEW

The whole Umrah operation, *on one platform*

UmrahCore is a white-label, multi-tenant B2B platform that manages the Umrah journey for a travel operator from the first quotation to the pilgrim's safe return home. It is built for Umrah and Hajj operators, their resellers and their sub-agents.

ONE CONNECTED JOURNEY

Quotation → Package → Booking → Visa → Travel → Safe return

FIVE BUSINESS OUTCOMES

Sell faster

Quotation wizard, ready packages, live flight and hotel search, and instant pricing with stacked markup.

Reduce processing errors

Passport OCR, bulk passport upload, visa tracking and pax-consistency checks.

Support pilgrims after booking

Reminders, two-way chat, a live itinerary, and in-travel incident and roll-call tools.

Grow agent & reseller networks

A Master → Reseller → Agent hierarchy with protected margins and permission ceilings.

Control finance & profitability

Three-ledger finance, collections, supplier payables and margin reports.

WHO IT IS FOR

- Umrah & Hajj tour operators
- Wholesale houses with reseller and agent networks
- Group organisers managing hundreds of pilgrims per season

MODULE 01 · FOUNDATION

An isolated, branded workspace *that scales*

Every operator gets its own fully branded workspace that grows from a single office to a nationwide agent network, without giving up control of prices or permissions.

Multi-tenant workspaces

Each operator works in its own workspace, with data fully isolated from every other operator.

White label

Your logo, brand, contact details, emergency line and terms on pilgrim-facing pages, PDFs and apps.

Master → Reseller → Agent

Run a full distribution network. Each tier sees only its own bookings and its own money.

Stacked markup protection

Every tier adds its own margin, and nobody can sell below the price handed down to them.

Permission ceilings (RBAC)

Head office decides which modules each reseller and agent may use, with roles and per-user overrides below.

Multi-currency

A curated currency list per operator, a base currency, and FX snapshots frozen on every booking.

Price snapshots

Once a package or booking is priced, later catalogue changes never silently alter it.

Cloud object storage

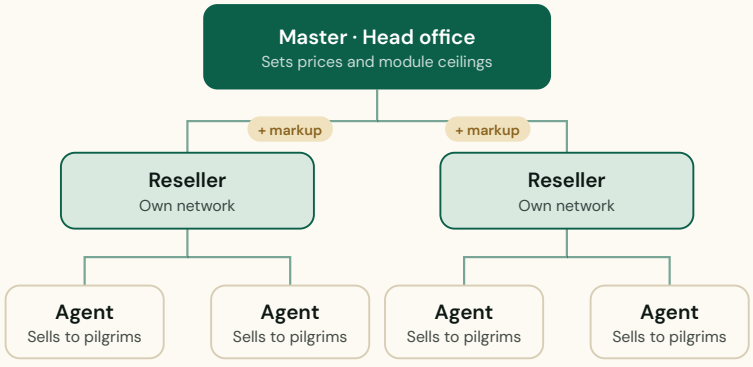
Passports, photos and documents are kept on CDN-backed object storage, not on application servers.

Works on any device

A responsive web app for desktop, tablet and phone, so the office goes wherever the team goes.

VISUAL HIGHLIGHT · DISTRIBUTION HIERARCHY

Sibling privacy on money & bookings



Head office
Decides which modules each reseller and agent may use, and the price handed down.

Reseller tier
Adds its own margin and sees only its own bookings and money.

Agent tier
Sells at or above the price handed down, never below it.

MODULE 02 · SALES & BOOKING

Quote in minutes, *book in one flow*

Agents build a priced quotation in minutes from packages, catalogues or live supplier search, then convert it to a confirmed booking with pricing, markups and instalments already in place.

Quotation & booking wizard

A step-by-step builder: customer, party and rooms, hotels, meals, flights, transport, visa, totals, instalments and review.

Package builder

Assemble sellable packages from visa, flight, hotel, transport, meal and Ziyarat components, with a live package total.

Group departures

Packages are tied to departure dates, and every booking stays linked to its departure.

Live flight search

Real-time fares, branded fares and fare validation through TripGic, and catalogue fares created straight from a search.

Live hotel search

Real-time Makkah and Madinah hotel availability and rates through TripGic.

Own inventory catalogues

Contracted flights, hotels, transport and meals with multi-supplier rate lines and default room types from Single to Sextuple.

Instant pricing engine

Per-pax pricing, cost breakdown, charge matrix and tier markups, calculated automatically.

Instalment plans

Payment schedules with due dates on every booking.

Party-size lock & consistency alerts

Flags under- or over-booked rooms, beds, vehicle seats and meals, night by night, before they become problems.

Customer CRM

Customer profiles linked to their pilgrims, booking history and family connections.

Shareable live itinerary

A branded public itinerary page with QR code and on-demand PDF, day by day, with no prices exposed.

From quote to confirmed booking

A priced quotation converts to a confirmed booking without re-keying anything. See the workflow on the next page.

VISUAL HIGHLIGHT · WORKFLOW

Quotation → Package → Booking → *Operations*

One record moves through the whole sale. Prices are frozen as snapshots at each layer, so later catalogue changes never silently change what was sold.

01

Quotation

- Customer, party and rooms
- Hotels, meals, flights, transport, visa
- Totals and instalments, saved as draft

02

Package

- Visa, flight, hotel, transport, meals, Ziyarat
- Frozen component snapshots
- Live per-currency package total

03

Booking

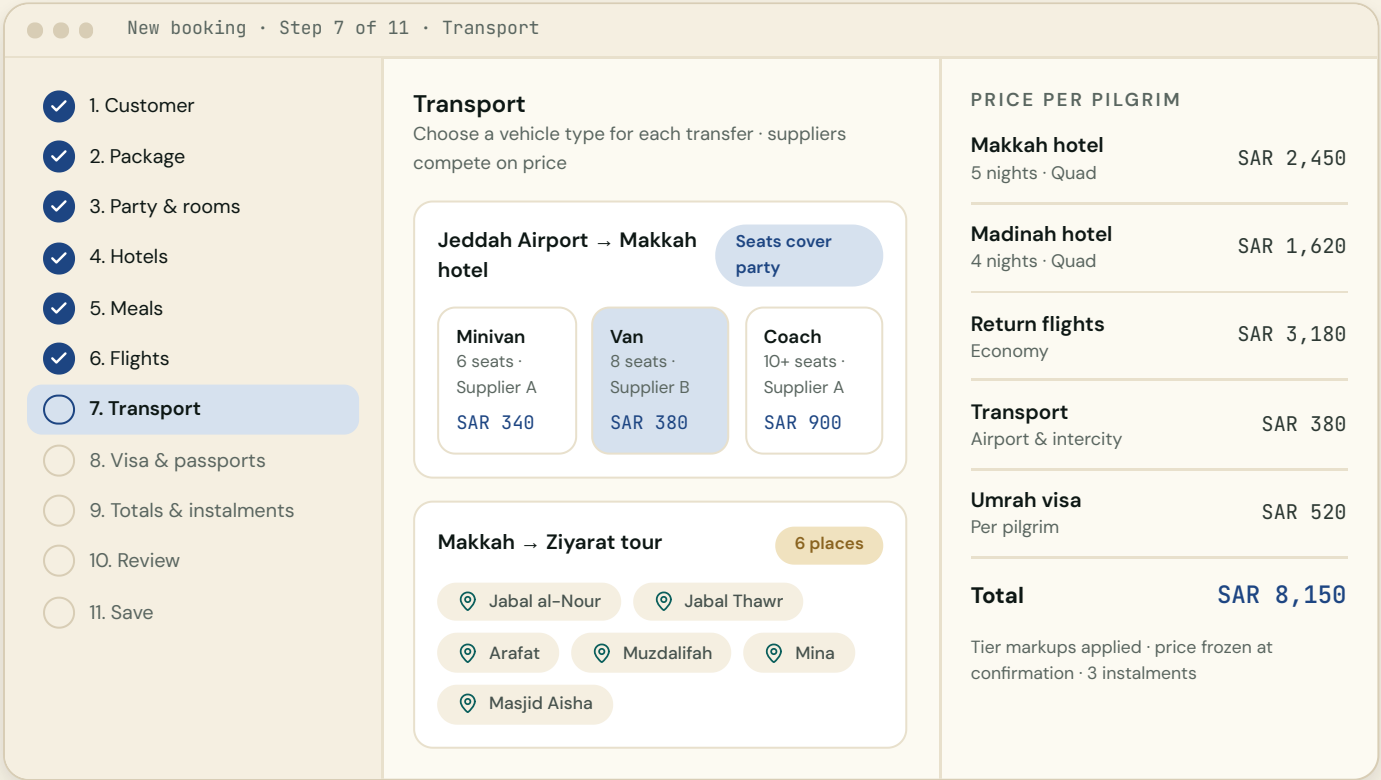
- 1 to many pilgrims per booking
- Per-pax pricing and tier markups
- Party-size lock and consistency alerts

04

Pilgrim operations

- Visa, flight, hotel, transport, meals
- Documents in the vault
- Shareable live itinerary with QR

BOOKING WIZARD — ILLUSTRATIVE INTERFACE



MODULE 03 · OPERATIONS

Every pilgrim service, *in one booking*

Visa, flight, hotel, transport, meals and Ziyarat are managed per pilgrim inside a single booking, with documents captured once and reused everywhere.

Pilgrim profiles

Passport, contact, family, emergency contact and health profile per pilgrim, including mobility-assistance needs.

Passport scan (OCR)

Scan a passport and the profile fills itself; incomplete fields are highlighted for completion.

Bulk passport upload

Up to 200 passports per batch, with live scan progress, duplicate detection and automatic profile creation.

Visa queue

Track every pilgrim's visa from documents received to issued, with full status history.

Umrah Visa module

Online Umrah visa submission through the Bookme Umrah Visa API, with passport scan, document previews and payment-reference matching.

Flight management

Flight legs per pilgrim, with ticketing status.

Hotel allocation

Room allocation per city and per night, with occupancy checks.

Transport & logistics

Vehicle types with competing supplier prices for airport, intercity and Ziyarat transfers.

Meal management

Per-head and per-event meal plans.

Ziyarat places

Curated Makkah and Madinah sites in English and Arabic, attached to packages, transfers and the itinerary.

Document Vault

Versioned, secure storage of every pilgrim and booking document.

Reference directories

Built-in airline, airport and city directories, with airline logos.

VISUAL HIGHLIGHT · WORKFLOW

Passport OCR → Document check → *Visa tracking*

Pilgrim data is captured once from the passport, checked for gaps, and then followed through every visa status until the visa is delivered.

01

Passport scan (OCR)

- Single scan or up to 200 per batch
- Profile fills itself from the passport
- Duplicate passports detected

02

Document check

- Incomplete fields highlighted
- Profile photo uploaded separately
- Originals filed in the Document Vault

03

Visa tracking

- Status history per pilgrim
- Online submission via the Umrah Visa module
- At-risk list in the visa pipeline report

VISA STATUS, TRACKED PER PILGRIM

Documents received → Submitted → Under processing → Approved → Issued → Delivered

Rejections are recorded too, and the visa pipeline report flags pilgrims who are not ready close to travel or waiting too long in one status.

BULK PASSPORT UPLOAD — ILLUSTRATIVE INTERFACE

Bulk passport upload · batch in progress

P<XXXXXXXXXXXX<<XXXXXXX<<<<

143 / 200
Scanned

2
Duplicates

passport_0141.jpg	Profile created
passport_0142.jpg	Profile created
passport_0143.pdf	Duplicate detected
passport_0144.jpg	Reading MRZ…
passport_0145.jpg	Queued

Each finished scan creates or updates a pilgrim profile and files the original in the Document Vault.

MODULE 04 · MESSAGING

Every conversation, *one shared inbox*

Every pilgrim conversation on every channel lands in one team inbox linked to the booking — no personal phones and no lost chats.

UNIFIED MESSAGING INBOX

One inbox, five channels

WhatsApp Business, Facebook Messenger, Instagram Direct, Telegram and the UmrahCore customer app, together.

Self-service connection

Each agency connects its own WhatsApp number, Facebook Page, Instagram account and Telegram bot in a few clicks.

Rich media

Send and receive photos, documents, audio, video, GIFs, emoji and voice notes, with large video playback.

Instant replies

Messages appear instantly and deliver in the background; a failed send stays visible with Retry.

Delivery ticks

Sending, Sent, Delivered and Read status on every reply.

Team collaboration

Assign conversations, set status and priority, and add internal notes the customer never sees.

Contact profiles

Profile pictures from Messenger, Instagram and Telegram; each conversation linked to its customer and booking.

Staff notifications

Phone push through the agent app and browser notifications, with a notification bell in the top bar.

CAMPAIGNS, REMINDERS AND ALERTS

Message templates

Reusable templates per channel; head-office templates are shared with the whole network.

Audience targeting

Message all pilgrims of one booking or an entire departure group.

E-mail, WhatsApp & SMS

Automatic e-mail delivery plus operator-assisted WhatsApp and SMS, with an outbox and delivery counts.

Smart event suggestions

The system prepares the message and staff approve it: visa approved, tickets issued, payment due, departure near.

Booking Messages tab

Every message a booking's pilgrims received, in one place.

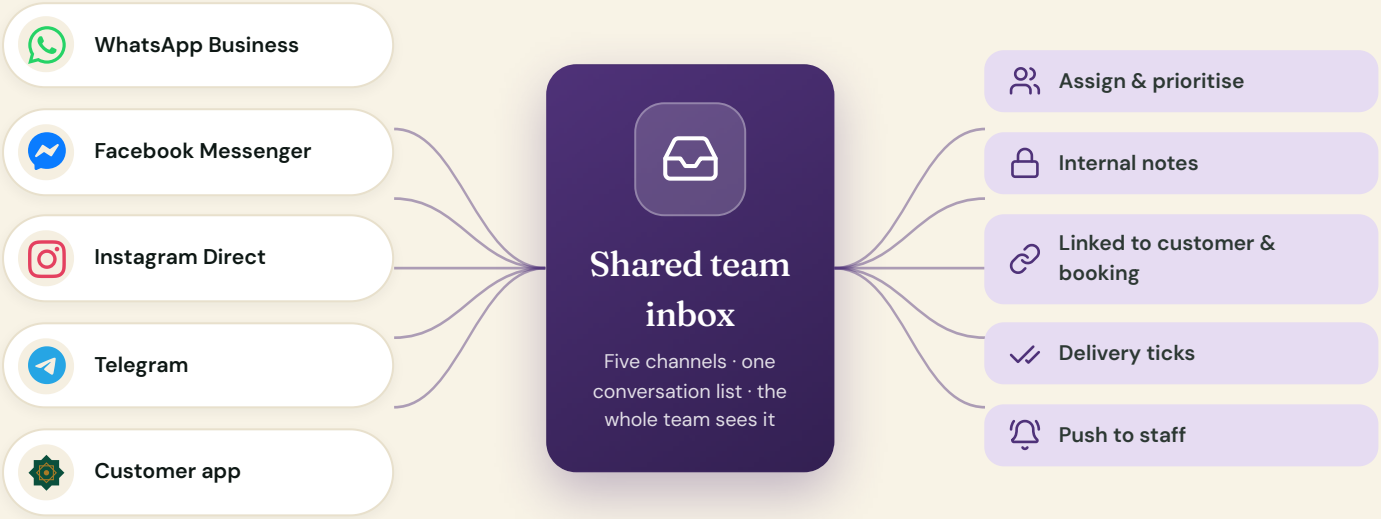
Office alerts

E-mails to managers for critical incidents, pilgrims absent at roll call and overdue supplier payments.

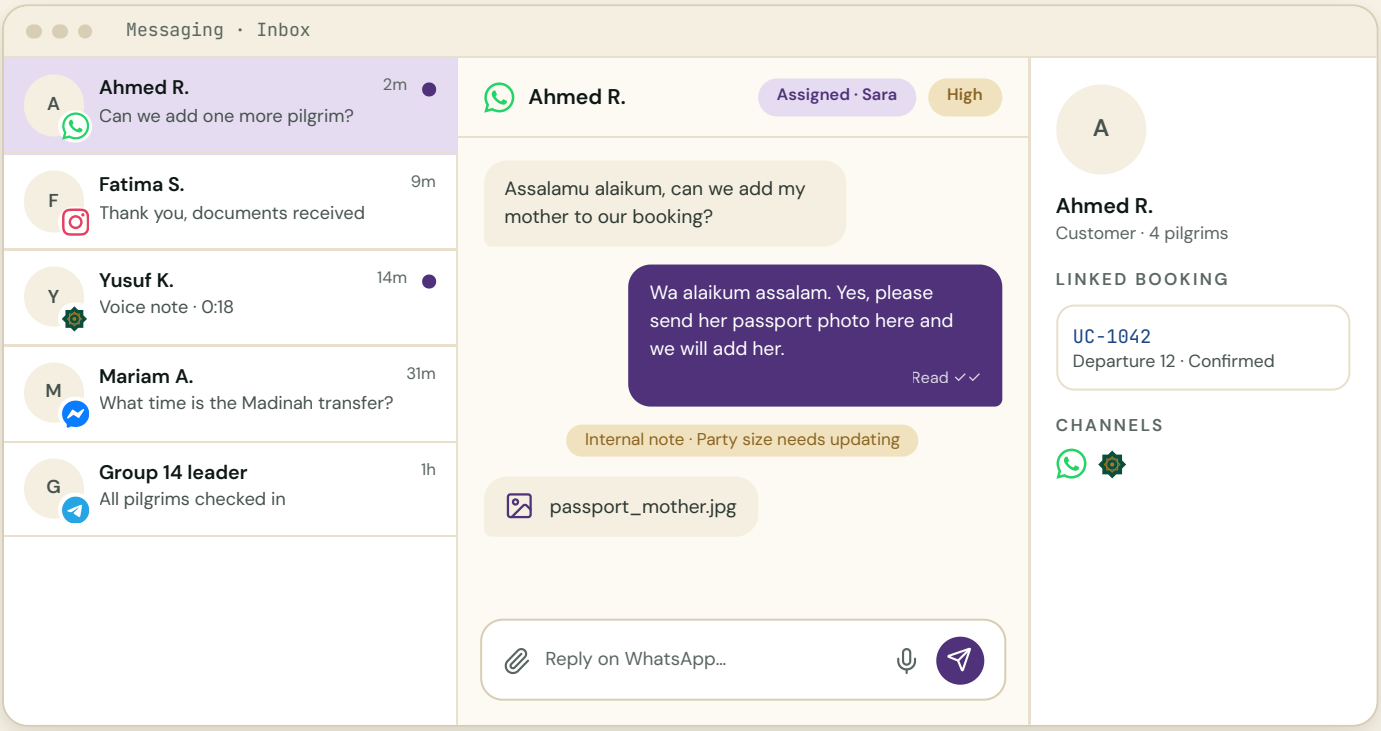
VISUAL HIGHLIGHT · SHARED INBOX

Five channels flow into *one team inbox*

Each agency connects its own channels. Conversations from all of them arrive in one list, linked to the customer and the booking.



UNIFIED MESSAGING — ILLUSTRATIVE INTERFACE



MODULE 05 · PILGRIM SUPPORT

Informed before departure, *cared for on the ground*

After the sale, UmrahCore keeps every pilgrim informed before departure and looked after in Saudi Arabia, with live ground operations, an incident desk and permit tracking.

Live operations board

Every group in Saudi Arabia today: phase, current hotel, lead pilgrim's phone and open incidents.

Daily movements

The day's flights, hotel check-ins and check-outs, transfers and Nusuk permit slots in time order, in Makkah time.

Group sheet & roll call

Mark each pilgrim present, absent or excused per day; managers are e-mailed when someone is absent.

Nusuk permit tracker

Record Umrah, Rawdah and Haram prayer permits per pilgrim, with slot time and status from requested to used.

Ground team directory

Mutawwif, group leader, guide, driver and hotel contact per group, one tap to call.

Incident desk

Log medical, lost passport, missing pilgrim, flight, hotel, transport and lost-property cases by severity, never deleted.

Responder information

The affected pilgrim's phone, emergency contact and mobility needs, shown on the incident.

Critical incident alerts

Managers are e-mailed immediately for critical (or, by setting, high) incidents.

Proactive reminders

Visa approved, tickets issued, payment due and departure-near messages prepared automatically for staff to send.

Pre-travel compliance

Pilgrims missing passports, passport validity, vaccines, visas or emergency contacts are flagged before travel.

Live itinerary & documents

Pilgrims open their itinerary, QR code, PDF and travel documents any time, on the web or in the customer app.

Always-on chat

Pilgrims message the agency from WhatsApp, Messenger, Instagram, Telegram or the app, and the whole team sees it.

VISUAL HIGHLIGHT · PILGRIM JOURNEY

Pre-travel → Arrival → In-country → *Departure*

Support follows the pilgrim through every stage, with two-way chat, push updates and office alerts running throughout.

STAGE 01

Pre-travel

- Visa approved and tickets issued messages
- Payment-due reminders
- Departure-near reminder
- Compliance check for the next 60 days
- Itinerary, QR code and PDF

STAGE 02

Arrival

- Group shows as arriving, then arrives today
- Landing on the day's movement list
- Airport transfer and hotel check-in
- Ground team contacts at hand

STAGE 03

In-country support

- Live board: day N of M, in Makkah time
- Daily roll call with absence alerts
- Nusuk permit slots and status
- Incident desk with full history
- Mobility-assistance flags

STAGE 04

Departure

- Group shows as departing today
- Hotel check-outs and airport transfers
- Departing flights on the movement list
- Open incidents followed up

Throughout the journey: two-way chat on WhatsApp, Messenger, Instagram, Telegram and the app · push updates · office alerts

LIVE OPERATIONS BOARD — ILLUSTRATIVE INTERFACE · SAMPLE FIGURES

In-Travel · Live board · Today (Makkah time)

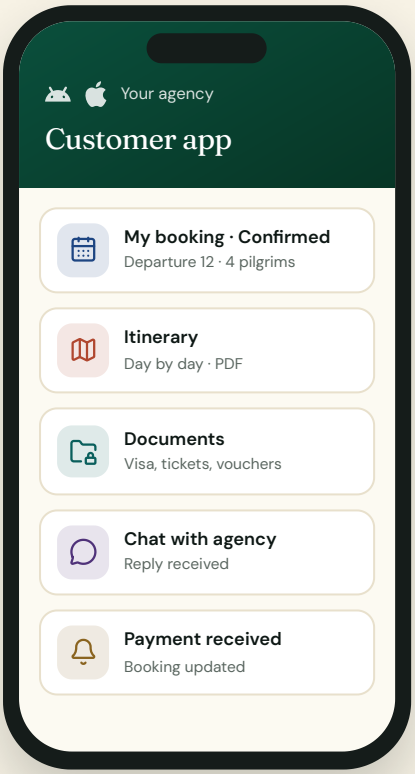
PILGRIMS IN KSA	ARRIVING TODAY	DEPARTING TODAY	OPEN INCIDENTS
312	46	38	3
Makkah 204 · Madinah 108	Next 3 days: 120	4 groups	1 critical

GROUP	PHASE	WHERE	ROLL CALL	
Group 12	In KSA · day 6 of 14	Makkah · Hotel A	38 / 38	
Group 14	Arrives today	Makkah · Hotel B	–	
Group 09	In KSA · day 11 of 12	Madinah · Hotel C	41 / 42	1 absent
Group 07	Departs today	Jeddah Airport	36 / 36	

MODULE 06 · MOBILE APPS

The trip in their pocket, *the desk in yours*

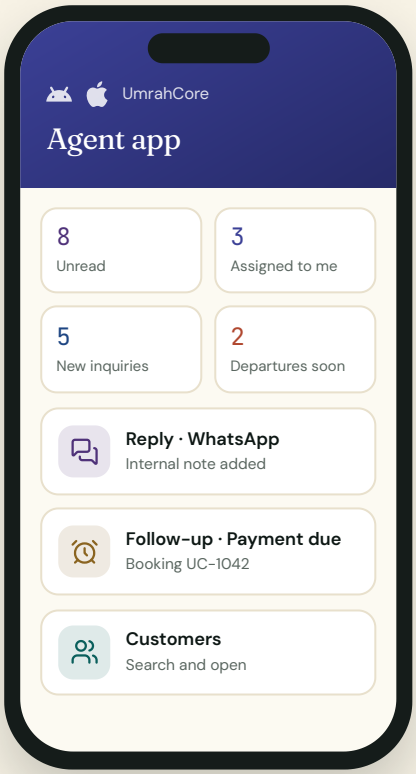
Two apps for Android and iPhone: a branded customer app for pilgrims and an agent app for staff, both with push notifications and every sign-in recorded in Login Activity.



FOR PILGRIMS

Customer *app*

Bookings, itinerary, documents and a direct line to the agency, under the agency's own brand.



FOR STAFF

Agent *app*

The inbox, bookings, customers and follow-ups from a phone, under the same rules as the web.

CUSTOMER APP VERSUS AGENT APP

PHONE SCREENS ARE ILLUSTRATIVE

	CUSTOMER APP	AGENT APP
Who uses it	Pilgrims and customers of the agency	Agency staff: agents, managers, administrators
Sign-in	Agency code; activation by e-mailed 6-digit code	Usual username and password, with two-step verification
Bookings	My bookings with status and payment updates	Bookings and booking detail on the go
Itinerary & documents	Day-by-day itinerary, itinerary PDF and travel documents	Customer lookup
Messaging	Chat with the agency, delivered to Unified Messaging	Reply on every channel, internal notes, assignment
Dashboard & follow-ups	—	Unread and assigned chats, inquiries, departures; visa, ticket, payment and departure follow-ups
Notifications	Push for replies, booking and payment changes	Push for new messages and assignments
Branding & control	White-label build with the agency code pinned; staff invite, reset, sign out or disable	Same server rules as the web app

MODULE 07 · FINANCE

Sold, collected, owed and *earned*

Head office sees exactly what was sold, collected, owed and earned — per booking, per company and per currency — with compliance checks before every departure.

Three-ledger finance

Pilgrim receivables, inter-tier settlement (Master ↔ Reseller ↔ Agent) and supplier payables.

Collections

Record payments by method and currency; voids are kept as offsetting entries.

Financial documents

Invoices and receipts with gap-free numbering.

Markup & FX management

Tier markups and frozen exchange rates, with a live currency conversion API.

Suppliers & payables

A supplier directory with instalment schedules and payment tracking.

Bookings report

Totals, pilgrims, status, payment status and company breakdown.

Collections report

Net collected per currency and per payment method.

Margin report

Head office only: sale, supplier cost, margin and margin % per booking, currency and company.

Supplier ageing

Head office only: balances in Not due, 1–30, 31–60, 61–90 and 90+ day bands.

Visa pipeline

Pilgrims per visa status, time spent in each status and an at-risk list.

Compliance check

Flags missing passports, passports under 6 months' validity, missing meningitis vaccine, visas not ready and no emergency contact.

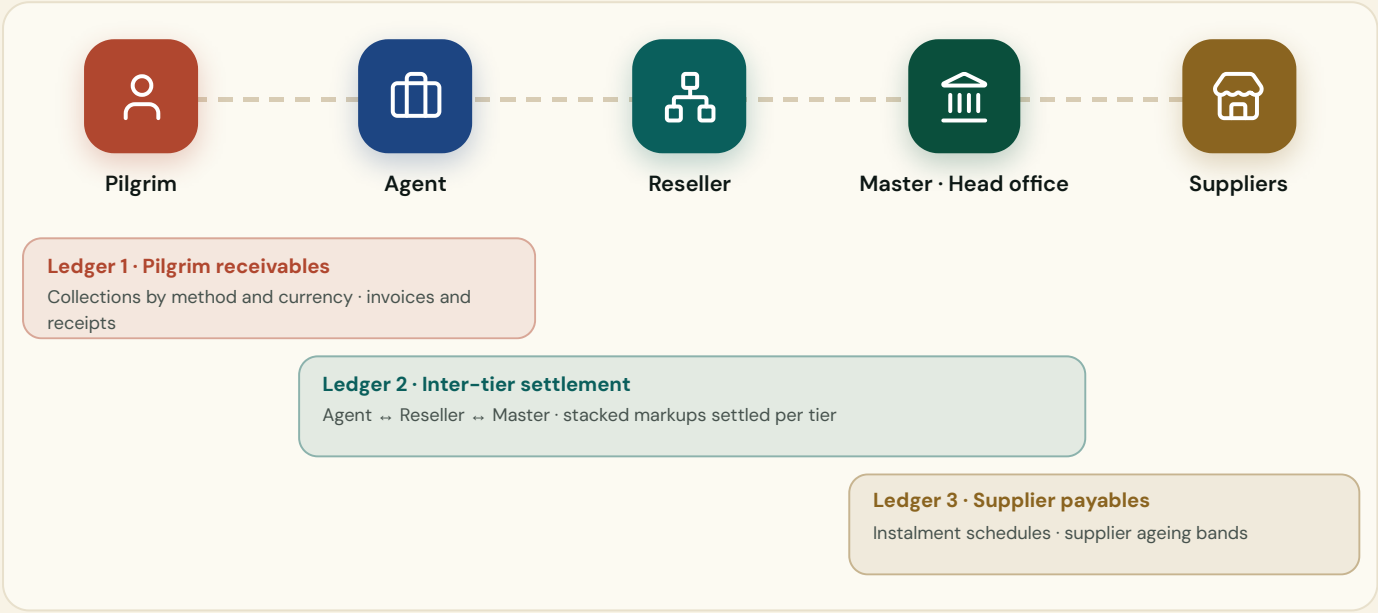
CSV export & audit trail

Export every report, backed by a tamper-proof, role-scoped audit history.

VISUAL HIGHLIGHT · THREE-LEDGER FINANCE

Collections → Inter-tier settlement → *Supplier payables*

Finance runs three ledgers with gap-free document numbering, so every tier knows what it is owed and what it owes.



HEAD-OFFICE REPORTS

ILLUSTRATIVE INTERFACE · SAMPLE FIGURES

Reports · Margin & supplier ageing

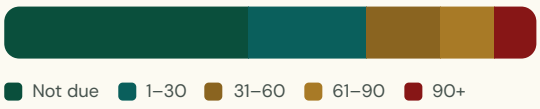
Margin by booking

Sale, supplier cost and margin · mixed currencies listed, not summed

BOOKING	SALE	COST	MARGIN	%
UC-1038	SAR 61,200	SAR 52,400	SAR 8,800	14.4%
UC-1041	SAR 33,900	SAR 29,700	SAR 4,200	12.4%
UC-1042	SAR 32,600	SAR 27,500	SAR 5,100	15.6%
UC-1047	USD 9,450	USD 8,300	USD 1,150	12.2%

Supplier ageing

Open payables by days overdue



Office alert e-mailed when a supplier instalment passes the overdue threshold.

COMPLIANCE CHECK · RULES APPLIED BEFORE TRAVEL

- No passport
- Passport under 6 months
- Meningitis vaccine missing
- Visa not ready, travel within 14 days
- No emergency contact

MODULE 08 · SECURITY

Built to be trusted with *passports and payments*

UmrahCore follows OWASP-aligned security practice, records every sign-in and keeps an audit trail that cannot be rewritten.

Secure sign-in

Strong password hashing, brute-force lockout, e-mail one-time code as a second factor and self-service password reset.

Login Activity

Every sign-in on web and mobile with IP, country, city, device and browser, in a tamper-resistant record.

User management

Company admins manage users, roles and permissions, and can suspend, unlock and reset centrally.

Append-only audit log

Who did what and when, in a log that cannot be edited or deleted.

Data protection

Encrypted secrets, masked passports on public pages, and prices never shown to pilgrims.

OWASP-aligned protection

Defences against SQL injection, XSS, CSRF, SSRF and IDOR.

Factory reset per operator

Clear operational test data while keeping the workspace and its users.

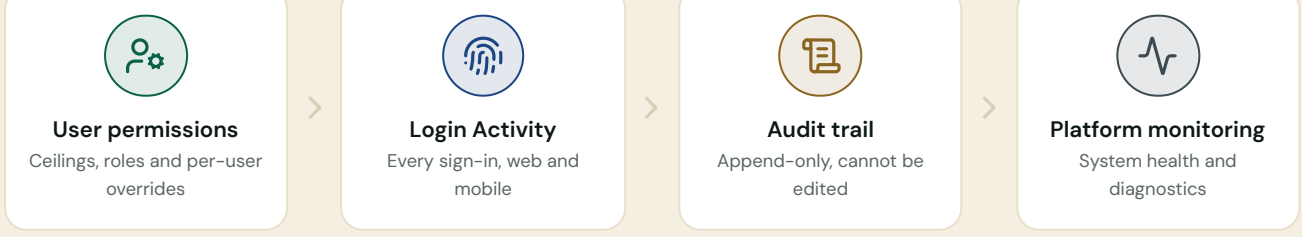
Platform console

System health, diagnostics, storage and integration settings, and a full change log.

Fast and scalable

A Go backend with a modern React interface, a cloud database and CDN storage.

VISUAL HIGHLIGHT · GOVERNANCE CHAIN



WHY UMRAHCORE

Six reasons operators *choose UmrahCore*

A platform designed around the Umrah operation itself, so the system fits the work rather than the other way round.

01

Built only for Umrah and Hajj

Nusuk permits, Ziyarat, Makkah time, meningitis and 6-month passport rules are built in, not bolted on.

02

One system from sale to return

Quotation, operations, finance, messaging and in-travel care share the same booking.

03

Distribution-ready

The reseller and agent hierarchy protects every tier's margin and privacy.

04

Pilgrim care as a selling point

Operators can promise reminders, a live itinerary, a chat line and an incident desk.

05

Your brand, not ours

White-label web pages, PDFs and mobile apps carry the operator's own identity.

06

Direct channel connections

Channels connect directly to WhatsApp, Meta and Telegram, with no third-party messaging provider in between.

PRODUCT PACKAGING

Choose the *right starting point*

Proposed packaging — to be confirmed. Plan names and inclusions below are a draft for discussion and are not final. No prices are set in this catalogue.

PLAN 01

Core

The operational backbone

Pricing on request

- Platform foundation
- Sales and booking
- Pilgrim operations
- Finance
- Document Vault

PLAN 02

Growth

Core, plus reach and insight

Pricing on request

- Everything in Core
- Unified Messaging
- Campaigns and reminders
- Reports and compliance
- Reseller and agent network

PLAN 03

Enterprise

Growth, plus the full pilgrim journey

Pricing on request

- Everything in Growth
- In-travel operations
- Customer and agent mobile apps
- Umrah Visa module
- White-label apps

SCOPE AND INTEGRATION NOTES

The following capabilities are **not currently included** in UmrahCore:

Card payment gateway
Payments are recorded in Collections; online card payment is not part of the platform today.

Nusuk Masar integration
Nusuk permits are tracked manually in the Nusuk permit tracker; there is no direct Nusuk Masar connection.

GDS and hotel APIs beyond TripGic
Live flight and hotel search runs through TripGic; other GDS or hotel API connections are not included.

Every plan runs on the same platform
Multi-tenant · white label · multi-currency · RBAC · cloud object storage

UmrahCore

One Platform. Every Umrah Journey.

UmrahCore is a white-label, multi-tenant B2B platform for Umrah and Hajj operators, their resellers and their agents — managing every booking, visa, service, payment and pilgrim conversation from the first quotation to the pilgrim's safe return home.



TALK TO OUR SALES TEAM

WEBSITE .....

SALES E-MAIL .....

PHONE .....

SALES CONTACT .....