

سازگار
YOUR JOURNEY MADE EASY



zamzam.com

Your journey made easy

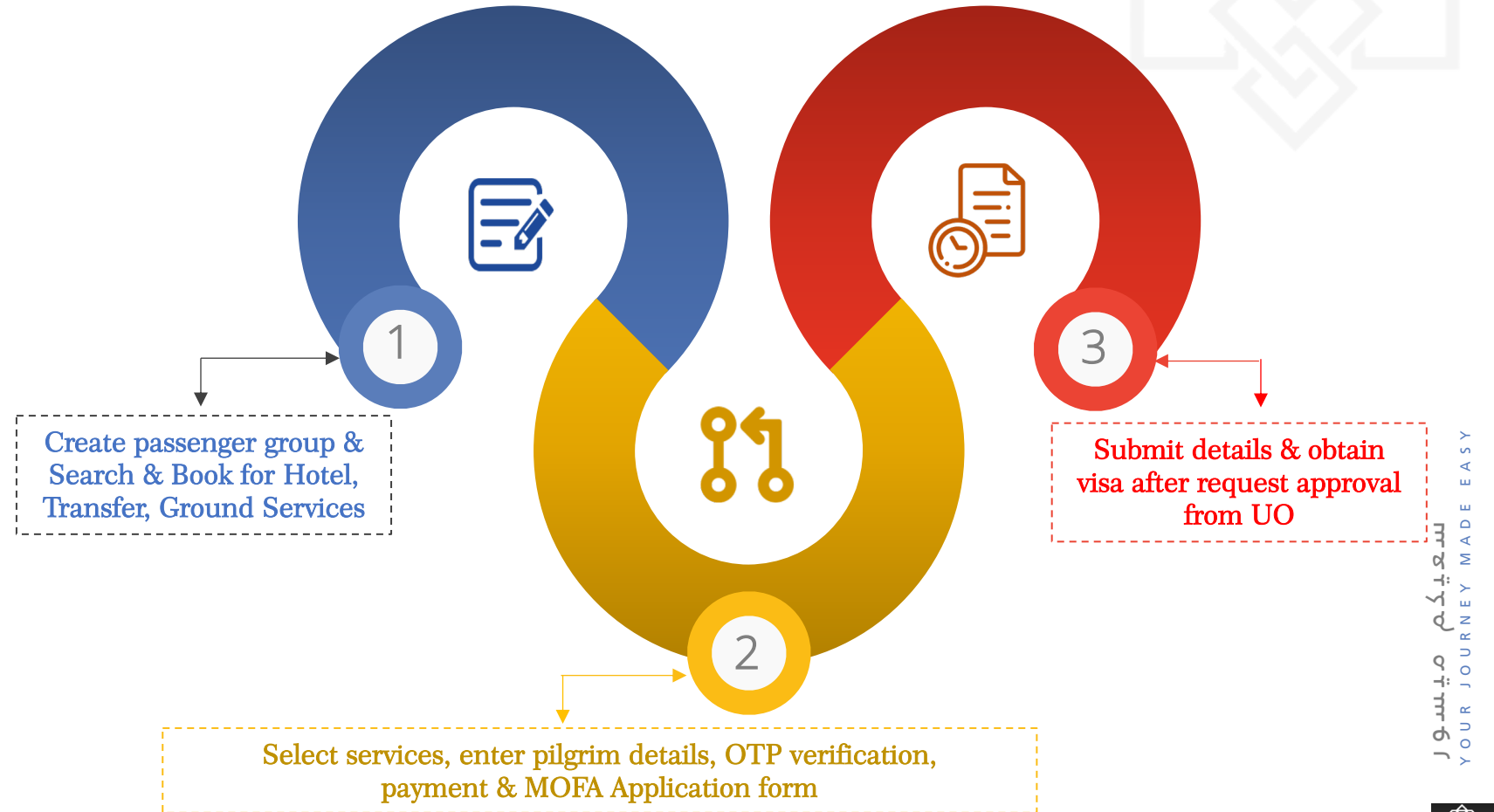
B 2 C W A L K T H R O U G H G U I D E

JOINT VENTURE WITH tbo.com



OVERVIEW

- This document serves as a User guide to create passenger group, search, book and apply for a B2C Umrah package with Visa request [Umrah with Visa – Maqam Package].
- The document contains detailed steps of action with illustrations on how the request should be processed in step wise manner



PRE-REQUISITES

TO APPLY FOR B2C VISA



ACTIVE EMAIL ADDRESS &
ACTIVE MOBILE NUMBER

(to receive verification OTP)



PASSPORT WITH VALIDITY OF
MORE THAN 6 MONTHS

(scanned copy for upload)



PASSPORT SIZED PICTURE OF
THE APPLICANT(S)

(scanned copy for upload)



IMPORTANT GUIDELINES

- Ensure picture file name is in English letters (i.e. pic.jpg, mypic.jpg, Passportsize.png etc)
- Ensure picture name does not contain any special characters
- Image file size should not be more than 18 KB in all cases.



VALID CREDIT CARD

*(for online payment of services &
visa through payment gateway)*

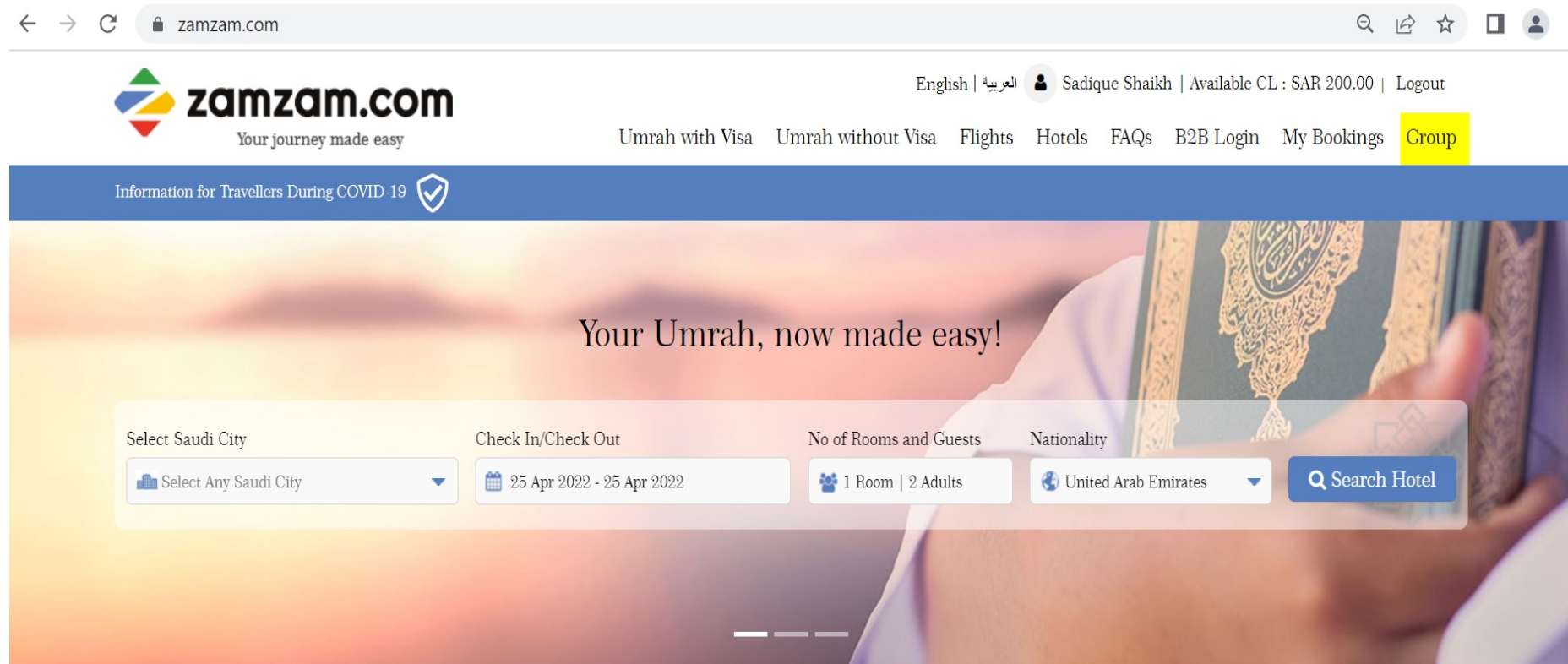


B2C Walkthrough

STEP - 1

Creating passenger group using excel file upload

After you login on zamzam.com, please select option “Group” from the menu.



The screenshot shows the zamzam.com website interface. The browser address bar displays 'zamzam.com'. The website header includes the zamzam.com logo with the tagline 'Your journey made easy'. The user is logged in as 'Sadique Shaikh' with an available credit limit of 'SAR 200.00'. The navigation menu includes links for 'Umrah with Visa', 'Umrah without Visa', 'Flights', 'Hotels', 'FAQs', 'B2B Login', 'My Bookings', and 'Group' (highlighted in yellow). A blue banner below the navigation menu reads 'Information for Travellers During COVID-19' with a shield icon. The main content area features a large image of a person holding a book, with the text 'Your Umrah, now made easy!'. Below this is a search form with the following fields: 'Select Saudi City' (with a dropdown menu showing 'Select Any Saudi City'), 'Check In/Check Out' (with a date range of '25 Apr 2022 - 25 Apr 2022'), 'No of Rooms and Guests' (with a selection of '1 Room | 2 Adults'), and 'Nationality' (with a dropdown menu showing 'United Arab Emirates'). A 'Search Hotel' button is located to the right of the search form.

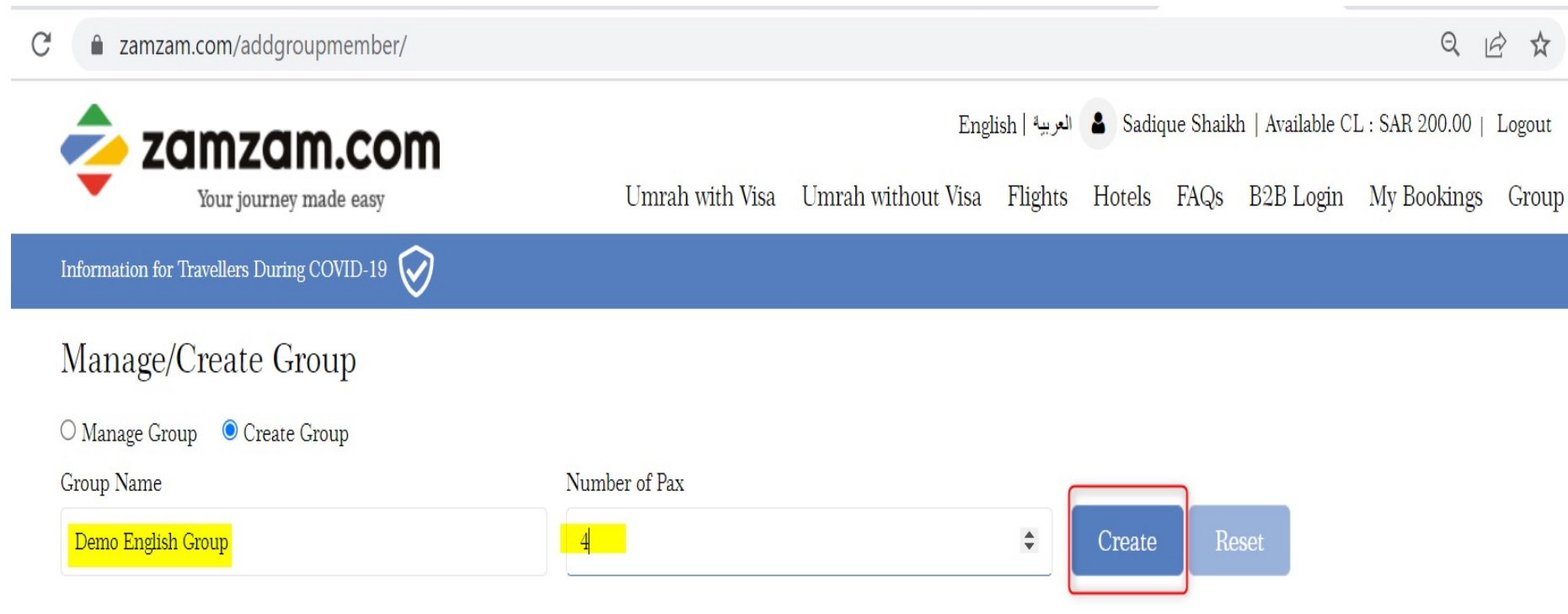


B2C Walkthrough

STEP - 2

Creating passenger group using excel file upload

Select option of “Create Group” to create a new group of passengers. Enter the Group Name and Number of Pax to be included in the group. After that click on “Create” button to create new group with the selected name.



The screenshot shows the zamzam.com website interface. The browser address bar displays 'zamzam.com/addgroupmember/'. The website header includes the zamzam.com logo with the tagline 'Your journey made easy', a language selector (English | العربية), a user profile (Sadique Shaikh), and account details (Available CL : SAR 200.00 | Logout). A navigation menu contains links for 'Umrah with Visa', 'Umrah without Visa', 'Flights', 'Hotels', 'FAQs', 'B2B Login', 'My Bookings', and 'Group'. A blue banner below the header reads 'Information for Travellers During COVID-19' with a checkmark icon. The main content area is titled 'Manage/Create Group' and features two radio buttons: 'Manage Group' and 'Create Group' (which is selected). Below these are two input fields: 'Group Name' containing 'Demo English Group' and 'Number of Pax' containing '4'. To the right of these fields are two buttons: 'Create' (highlighted with a red box) and 'Reset'.





B2C Walkthrough

STEP - 3


Creating passenger group using excel file upload

In order to upload the passenger details in the group via excel file, the user can download the sample excel file using the download sample file.

**zamzam.com**
Your journey made easy

English | العربية |  Sadique Shaikh | Available CL : SAR 200.00 | Logout

Umrah with Visa | Umrah without Visa | Flights | Hotels | FAQs | B2B Login | My Bookings | Group

Information for Travellers During COVID-19 

Manage/Create Group

☐ Manage Group ☒ Create Group

Group Created successfully

Group Name

Number of Pax

Add Member

Title* <input type="text" value="Mr"/>	First Name* <input type="text" value="First Name"/>	Last Name* <input type="text" value="Last Name"/>	Gender* <input checked="" type="radio"/> Male <input type="radio"/> Female
Nationality* <input type="text" value="Select"/>	Email* <input type="text" value="xyz@gmail.com"/>	Mobile Number* <input type="text" value="+971"/> <input type="text" value="Mobile Number"/>	
Date of Birth* <input type="text" value="25 Apr 2010"/>	Passport Number* <input type="text" value="Passport Number"/>	Passport Expiry Date* <input type="text" value="25 Apr 2022"/>	



B2C Walkthrough

STEP - 4

Creating passenger group using excel file upload



Using the sample file, the user can enter the details of all passengers in the specified format and save the excel file.

A	B	C	D	E	F	G	H	I	J	K	L
Title	First Name	Last Name	Gender	Nationality	Email	Dial Code	Mobile Number	Date of Birth(mm/dd/yyyy)	Passport Number	Passport Expiry Date(mm/dd/yyyy)	Mehram Passport Number
Mr	Majid	Abbasi	Male	United Arab Emirates	majed@zamzam.com	971	112234567	9/9/1987	D434546	9/9/2025	N/A
Mr	Omar	Farooq	Male	United Arab Emirates	majed@zamzam.com	971	112234567	5/4/1983	S22344	7/22/2024	N/A
Mr	Sadique	Shaikh	Male	United Arab Emirates	majed@zamzam.com	971	112234567	6/22/1990	A56890	6/10/2026	N/A
Mr	Ammar	Shaikh	Male	United Arab Emirates	majed@zamzam.com	971	112234567	7/14/1989	X333555	7/12/2026	N/A




B2C Walkthrough

STEP - 5

Creating passenger group using excel file upload



The user can click on the upload pax information button and select the excel file and upload the file.

**zamzam.com**
Your journey made easy

English | العربية | Sadique Shaikh | Available CL : SAR 200.00 | Logout

Umrah with Visa | Umrah without Visa | Flights | Hotels | FAQs | B2B Login | My Bookings | Group

Information for Travellers During COVID-19

Manage/Create Group

☐ Manage Group ☒ Create Group

Group Created successfully

Group Name

Demo English Group

Upload Pax Information

Add Member

Title*
Mr

First Name*
First Name

Last Name*
Last Name

Gender*
☒ Male ☐ Female

Nationality*
Select

Email*
xyz@gmail.com

Mobile Number*
+971 Mobile Number

Open

This PC > Downloads >

Search Downloads

Organize New folder

Zamzam

OneDrive

This PC

3D Objects

Name	Date modified
Today (1)	
UploadPassengerDetails (3).xlsx	4/25/2022 1:23 AM
Yesterday (2)	

File name: UploadPassengerDetails (3).xlsx Custom Files (*.xlsx;*.xls)

Open Cancel



B2C Walkthrough

STEP - 5

Creating passenger group using excel file upload

Once the excel file is uploaded, all the details of the passengers from the excel file are then uploaded and displayed in the passenger list.

zamzam.com/addgroupmember/

Add Member

Title*

Mr

First Name*

Majid

Last Name*

Abbasi

Gender*

Male

Female

Nationality *

United Arab Emirates

Email *

majed@zamzam.com

Mobile Number *

+971

112234567

Date of Birth *

09 Sep 1987

Passport Number *

D434546

Passport Expiry Date *

09 Sep 2025

☐ Copy email and Mobile Number to all passengers

Title*

Mr

First Name*

Omar

Last Name*

Farooq

Gender*

Male

Female

Nationality *

United Arab Emirates

Email *

majed@zamzam.com

Mobile Number *

+971

112234567

Date of Birth *

04 May 1983

Passport Number *

S22344

Passport Expiry Date *

22 Jul 2024

Title*

Mr

First Name*

Sadique

Last Name*

Shaikh

Gender*

Male

Female

Nationality *

Email *

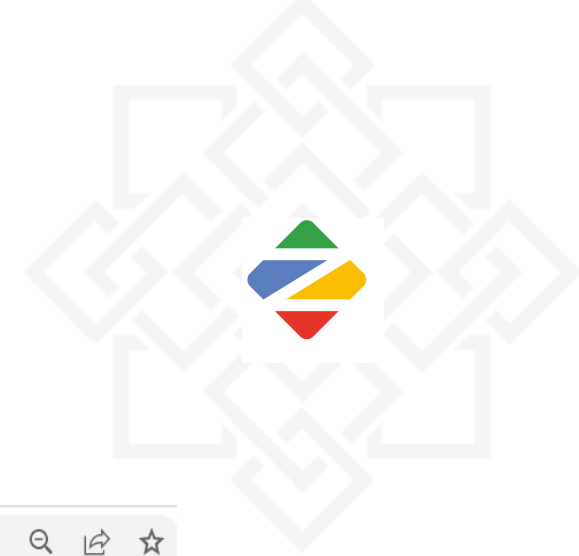
Mobile Number *



B2C Walkthrough

STEP - 6

Creating passenger group using excel file upload



The user can click on Save button to save the passenger group.

zamzam.com/addgroupmember/

22 Jun 1990A5689010 Jun 2026

Title*

Mr

First Name*

Ammar

Last Name*

Shaikh

Gender*

☒ Male ☐ Female

Nationality*

United Arab Emirates

Email*

majed@zamzam.com

Mobile Number*

+971

112234567

Date of Birth*

14 Jul 1989

Passport Number*

X333555

Passport Expiry Date*

12 Jul 2026

Save

Cancel



B2C Walkthrough

STEP - 7

SEARCH



Select Umrah with Visa option from the top menu. Enter the dates and passenger details for Makkah Hotel stay.
(In case Madinah hotel is also required, then please choose the same from the toggle next to Nationality selection box)

The screenshot shows the zamzam.com website interface. The top navigation bar includes the logo, language options (English | العربية), and links for Log In and Register. A red box highlights the 'Umrah with Visa' option in the top menu. Below the menu is a blue banner with 'Information for Travellers During COVID-19' and a checkmark icon. The main search form is overlaid on a background image of a person holding a book. The form contains the following fields and options:

- Check In/Check Out:** 6 Apr 2022 - 13 Apr 2022 (with a calendar icon)
- No of Rooms and Guests:** 1 Room | 2 Adults (with a group icon)
- Nationality:** Canada (with a dropdown arrow)
- Need Madinah Hotel?:** A toggle switch that is currently turned off.
- Build Umrah Package:** A blue button to submit the search.

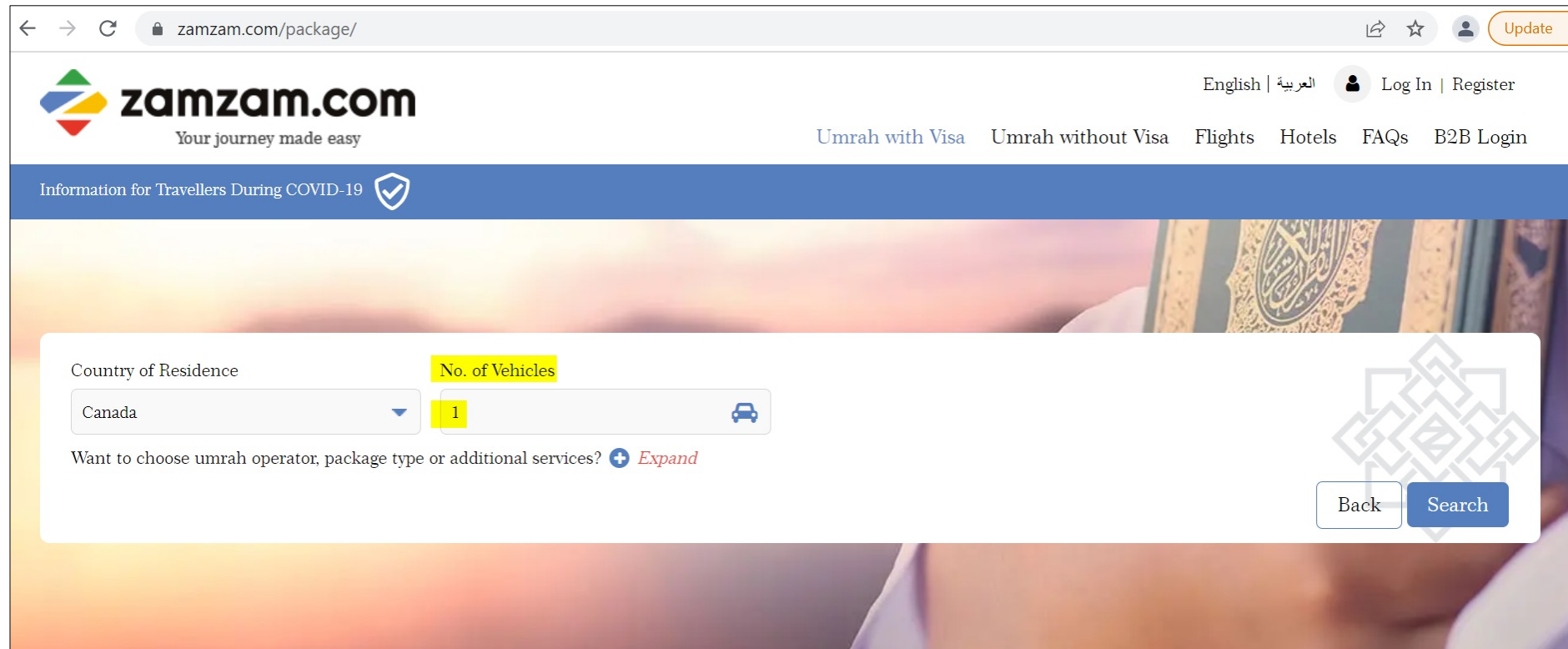


B2C Walkthrough

STEP - 8

SEARCH

Enter the number of vehicles required and click on search.



The screenshot shows the zamzam.com website interface. The header includes the logo, navigation links for 'English | العربية', 'Log In | Register', and a list of services: 'Umrah with Visa', 'Umrah without Visa', 'Flights', 'Hotels', 'FAQs', and 'B2B Login'. A blue banner below the header reads 'Information for Travellers During COVID-19' with a shield icon. The main content area features a search form with two input fields: 'Country of Residence' (set to 'Canada') and 'No. of Vehicles' (set to '1'). Below these fields is a link that says 'Want to choose umrah operator, package type or additional services? + Expand'. At the bottom right of the form are 'Back' and 'Search' buttons. The website's tagline 'Your journey made easy' is visible at the bottom of the header.



B2C Walkthrough

STEP - 9

HOTEL SEARCH RESULTS



Select the desired hotel from the Hotel search results page and click on “Choose Room Type” Button

zamzam.com/package/hotelresults/

New Search

1 Choose Hotel
● At Makkah

2 Choose Land Services
● Transport ● Additional Service

3 Passenger Details
● Check

4 Review and Pay
Book Now

Update

Package / At Makkah

Want to speak with our package experts before booking? Connect Now

Applied Filters CLEAR

Price Range
SAR 806.00 SAR 263,576.00

Hotel Name
Enter Hotel Name

Hotel Rating

showing 111 results

Sort By: Price Star

marasi alhashimyah
★★★★★
SAR 806.95
total price for 7 nights
Choose Room Type

dorat albelaad alfunduqiah
★★★★★
SAR 806.95
total price for 7 nights

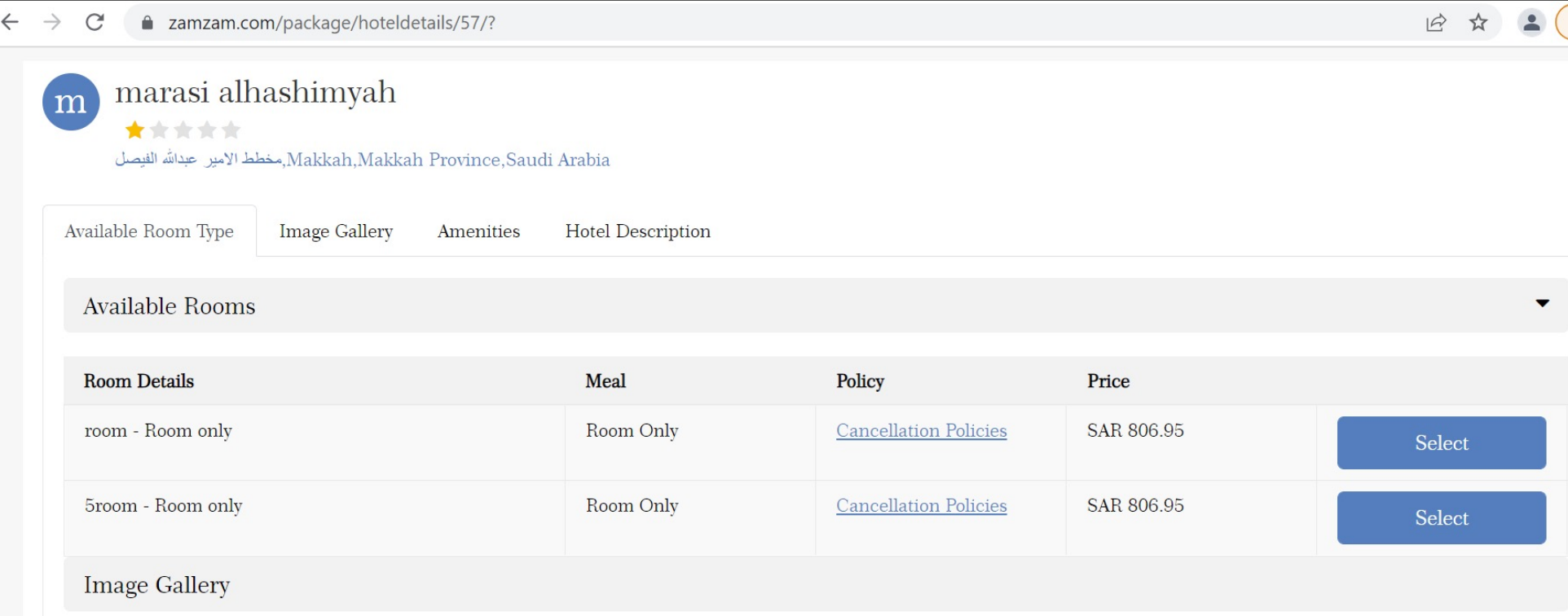


B2C Walkthrough

STEP - 10

HOTEL SEARCH RESULTS

From the list of available room types, Select the Room required:



marasi alhashimyah

★★★★★

مخطط الأمير عبدالله الفيصل, Makkah, Makkah Province, Saudi Arabia

Available Room Type Image Gallery Amenities Hotel Description

Available Rooms

Room Details	Meal	Policy	Price	
room - Room only	Room Only	Cancellation Policies	SAR 806.95	Select
5room - Room only	Room Only	Cancellation Policies	SAR 806.95	Select

Image Gallery

The selected hotel room will be added to the cart and you can proceed to select the transportation service.



B2C Walkthrough

STEP - 1 1

TRANSPORT SEARCH RESULTS

From the list of available transportation company options, you can select the desired company and click on “Choose” to proceed

zamzam.com/package/transferresults/

[New Search](#)

1 Choose Hotel
● At Makkah

2 Choose Land Services
● Transport ● Additional Service

3 Passenger Details
● Check

4 Review and Pay
SAR 806.95 [Book Now](#)

Package / At Makkah / Transport Detail

Want to speak with our package experts before booking? [Connect Now](#)

Applied Filter [CLEAR](#) showing 56 results Sort By: Price

Category

☐ VIP (18)

☐ Premium (39)

☐ Normal (34)

Transport Company

NO IMAGE AVAILABLE alwataniya company for umrah

Sedan Car Normal

SAR 2,180.89
Min Total Price (Incl. Taxes)

[Choose](#)

NO IMAGE AVAILABLE basma emaar group for transportation

Sedan Car Premium

SAR 2,180.89
Min Total Price (Incl. Taxes)

[Choose](#)



B2C Walkthrough

STEP - 1 2

TRANSPORT SEARCH RESULTS



You can then select the desired vehicle options from the available options and click on “Select” to add the transportation service to the cart

zamzam.com/package/transferdetails/1?

Package / At Makkah / Transport / Transport Detail

Transfer Details

Total Price: SAR 2,180.89 [Select](#)

alwataniya company for umrah 06 Apr 2022

Transportation	Specify No/Quantity	No of Pax	Additional Services	Price
<input checked="" type="checkbox"/> Sedan Car Category: Normal Max Capacity : 4	1	2	NA	SAR 2,180.89 Cancellation Policies
<input type="checkbox"/> Sedan Car Category: Premium Max Capacity : 4	1	2	NA	SAR 2,379.15 Cancellation Policies
<input type="checkbox"/> SUV Car Category: Vip Max Capacity : 7	1	2	NA	SAR 3,938.82 Cancellation Policies
<input type="checkbox"/> Van Category: Vip Max Capacity : 13	1	2	NA	SAR 3,833.08 Cancellation Policies



B2C Walkthrough

STEP - 1 3

GROUND SERVICE SEARCH RESULTS



Select the required ground service package from the available options. Click on “Choose packages” to proceed

zamzam.com/package/groundserviceresults/

[New Search](#)

1 Choose Hotel
● At Makkah

2 Choose Land Services
● Transport
● Additional Service

3 Passenger Details
● Check

4 Review and Pay
SAR 2,987.84 Book Now

Package / At Makkah / Transport / Additional Service Detail

Want to speak with our package experts before booking? [Connect Now](#)



Applied Filter CLEAR

Operator Name
Enter Operator Name

Category
☐ Basic (7)
☐ Premium (1)
☐ VIP (1)

showing 9 results

Sort By: Price ^

	GHALI HEJAZ EST FOR UMRAH - Basic Package مكة المكرمة الميزية طريق المسجد الحرام برج الصفا الإداري الدور 18	SAR 1,067.32 Min Total Price (Incl. Taxes)	Choose Packages
	NASEK CO. FOR UMRAH SERVICES - Basic Package المدينة المنورة حي الهجرة شارع عباس بن عباد بجوار صندلية النهدي	SAR 1,072.64 Min Total Price (Incl. Taxes)	Choose Packages



B2C Walkthrough

STEP - 14

GROUND SERVICE SEARCH RESULTS



You can see the package details on this page, click on “Select” to add the ground service in the cart.

[zamzam.com/package/groundservicedetails/2?](#)

[New Search](#)

1 Choose Hotel

At Makkah

2 Choose Land Services

Transport

Additional Service

3 Passenger Details

Check

4 Review and Pay

SAR 2,987.84

Book Now

[Package](#) / [At Makkah](#) / [Transport](#) / [Additional Service](#) / [Additional Service Detail](#)

Package Details

NASEK CO. FOR UMRAH SERVICES - Basic Package

06 Apr 2022

SAR 1,072.64

[Non refundable](#)

Total Price: SAR 1,072.64

Select



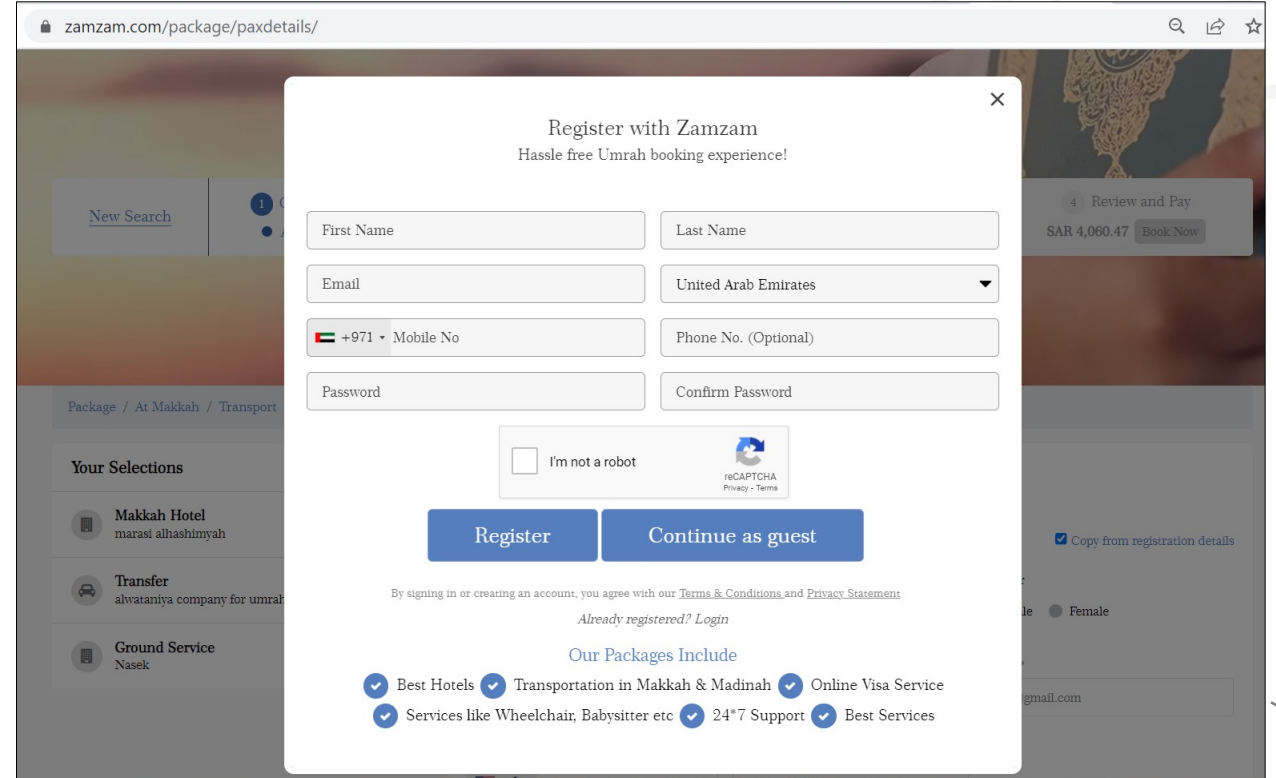
B2C Walkthrough

STEP - 1 5

Once you have selected all three services (Hotel, transportation & Ground services), you will be shown below pop up to:

- Register with Zamzam (if you are not already registered)
- Login (if you are already registered)
- Continue as Guest (In case you don't wish to register)

*** We highly recommend registering yourself so that you can login anytime and keep track of all your bookings/request. In case you don't register and continue as Guest, you will receive a system generated email to verify your email ID as well as another mail with system generated password for you to login in future.*



The screenshot shows a web browser window with the URL `zamzam.com/package/paxdetails/`. A registration pop-up is displayed in the center. The pop-up has a title "Register with Zamzam" and a subtitle "Hassle free Umrah booking experience!". It contains several input fields: "First Name", "Last Name", "Email", "United Arab Emirates" (a dropdown menu), "+971 • Mobile No", "Phone No. (Optional)", "Password", and "Confirm Password". There is a checkbox labeled "I'm not a robot" with a reCAPTCHA logo. Below the input fields are two buttons: "Register" and "Continue as guest". At the bottom of the pop-up, there is a line of text: "By signing in or creating an account, you agree with our [Terms & Conditions](#) and [Privacy Statement](#)". Below this is a link "Already registered? Login". At the bottom, there is a section titled "Our Packages Include" with a list of services: "Best Hotels", "Transportation in Makkah & Madinah", "Online Visa Service", "Services like Wheelchair, Babysitter etc", "24*7 Support", and "Best Services". The background of the browser window shows a package selection page with a "New Search" button and a list of services: "Makkah Hotel", "Transfer", and "Ground Service".



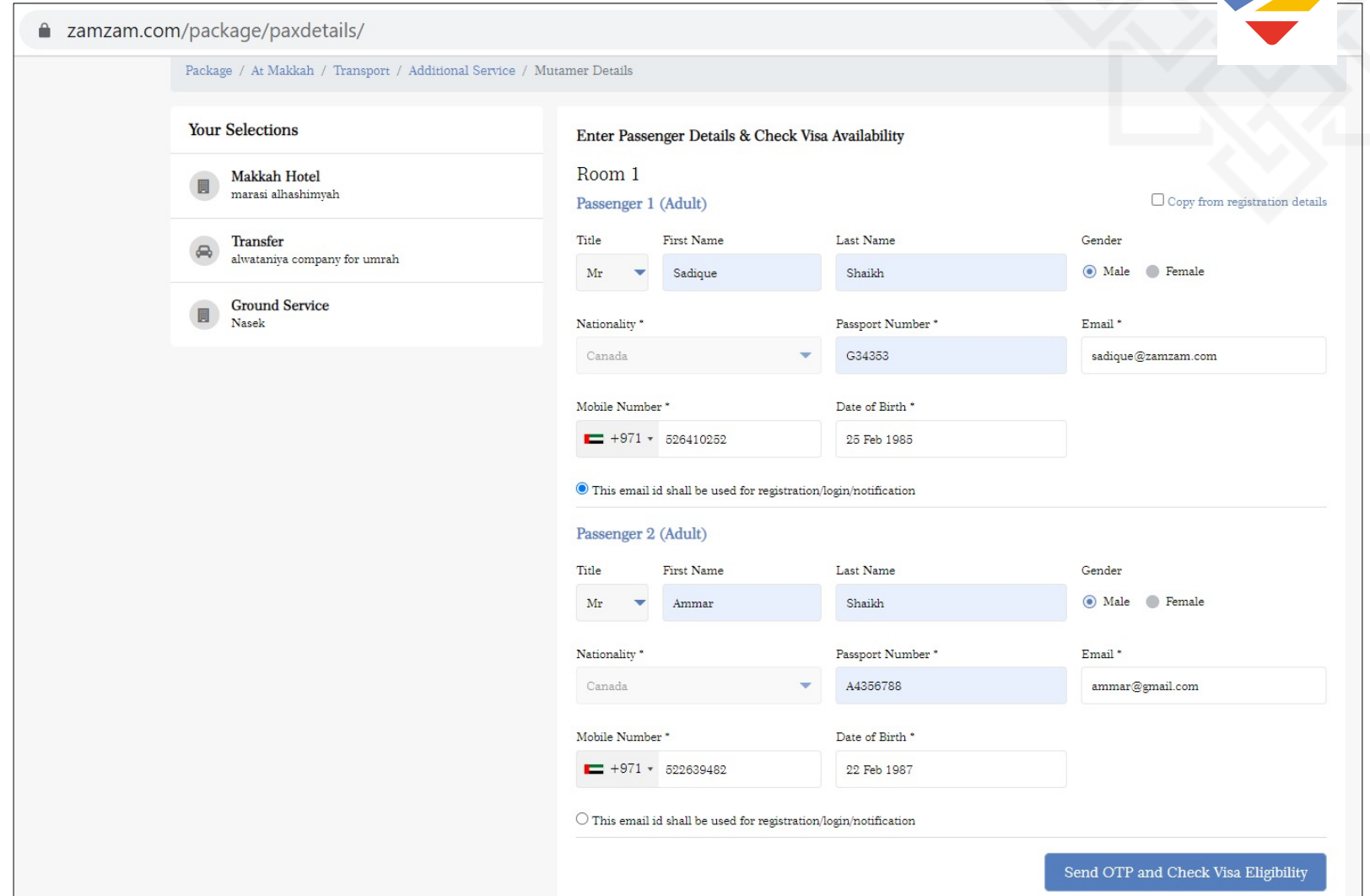
B2C Walkthrough

STEP - 16

PASSENGER DETAILS

- Add Mutamer details on the pax details page and click on Send OTP and check visa eligibility.
- We will send two OTPs (one on the email ID and one on the mobile number of the lead passenger). Also, Visa fees for the passengers will be added in the total booking amount and you will be redirected to review page.

***Please make sure to enter active Mobile number and email ID as the OTPs will be sent on the lead passenger's email ID as well as Mobile number.*



The screenshot displays the 'Enter Passenger Details & Check Visa Availability' page on zamzam.com. The page is divided into two main sections: 'Your Selections' on the left and 'Enter Passenger Details & Check Visa Availability' on the right. The 'Your Selections' section lists three items: 'Makkah Hotel marasi alhashimiyah', 'Transfer alwataniya company for umrah', and 'Ground Service Nasek'. The 'Enter Passenger Details & Check Visa Availability' section is titled 'Room 1' and contains two forms for 'Passenger 1 (Adult)' and 'Passenger 2 (Adult)'. Each form includes fields for Title, First Name, Last Name, Gender, Nationality, Passport Number, Email, Mobile Number, and Date of Birth. A checkbox option 'Copy from registration details' is present for each passenger. At the bottom right, there is a blue button labeled 'Send OTP and Check Visa Eligibility'.

zamzam.com/package/paxdetails/

Package / At Makkah / Transport / Additional Service / Mutamer Details

Your Selections

- Makkah Hotel
marasi alhashimiyah
- Transfer
alwataniya company for umrah
- Ground Service
Nasek

Enter Passenger Details & Check Visa Availability

Room 1

Passenger 1 (Adult) ☐ Copy from registration details

Title: Mr First Name: Sadique Last Name: Shaikh Gender: ☒ Male ☐ Female

Nationality: Canada Passport Number: G34353 Email: sadique@zamzam.com

Mobile Number: +971 526410252 Date of Birth: 25 Feb 1985

☒ This email id shall be used for registration/login/notification

Passenger 2 (Adult)

Title: Mr First Name: Ammar Last Name: Shaikh Gender: ☒ Male ☐ Female

Nationality: Canada Passport Number: A4356788 Email: ammar@gmail.com

Mobile Number: +971 522639482 Date of Birth: 22 Feb 1987

☐ This email id shall be used for registration/login/notification

Send OTP and Check Visa Eligibility



B2C Walkthrough

STEP - 16

PASSENGER DETAILS

- Also, User can select the group of passengers from the select group option. The system will then fill up all passenger details from the passenger group.

zamzam.com/package/paxdetails/

Package / At Makkah / Transport / Additional Service / Mutamer Details

Your Selections

- Makkah Hotel
Dorat alsaleheen apartments
- Transfer
asfar aleman
- Ground Service
AL MAQAM VISITORS CO

Enter Passenger Details & Check Visa Availability

Select Group : Select

Room 1

Passenger 1 ()

Copy from registration details

Title: Mr | First Name: Sadique | Last Name: Shaikh | Gender: Male

Nationality: Uzbekistan | Passport Number: Passport Number | Email: sadique.shaikh@tbo.com

Mobile Number: +971 526410252 | Date of Birth: 25 Apr 2010 | Passport Expiry: 25 Apr 2022

Passenger 2 (Adult)

Title: Mr | First Name: First Name | Last Name: Last Name | Gender: Male



B2C Walkthrough

STEP - 17

REVIEW & VERIFICATION

- Review the booking details, enter the OTP received on email in the first box, OTP received on mobile number on the second box and click on Apply button to verify the OTPs.
- Once the OTPs are verified “Pay Now” button will be activated.
- Click on **Pay now** to proceed
- You will be then redirected to the payment gateway page.

visa fees of SAR 600.00 has added. also, a nominal convenience fee of SAR 363.39 is added.

Review Booking

manzal alkiram hotel Makkah

06 Apr 2022 - 13 Apr 2022

+ Details

Cancellation Charges

Twin - Room only

Cancelled on or After	Cancelled on or Before	Cancellation Charge
29 Mar 2022	06 Apr 2022	100.0%

Hotel Norms

Saudi Day, Policy Name in English-Policy Name in English

Saudi Public Transport Company

06 Apr 2022

+ Details

Basic Package

06 Apr 2022

- Details

NO IMAGE AVAILABLE

Elaf Travel & Tourism Company Ltd. -
Basic Package
Makkah

Ground Service Date
06 Apr 2022

Passenger
2

SAR 1,167.22

Passenger Details

Name: Mr Sadique Shaikh
Mobile: +966-506924057
Passport: G34353
Total no. of passenger: 2
[See more](#)

Price Details

Total Price	SAR 6,642.70
Visa Fees	SAR 600.00
Convenience Fees	SAR 363.39
Grand Total	SAR 7,606.09

OTP verified

RH9TQN

849277

Apply

Pay Now

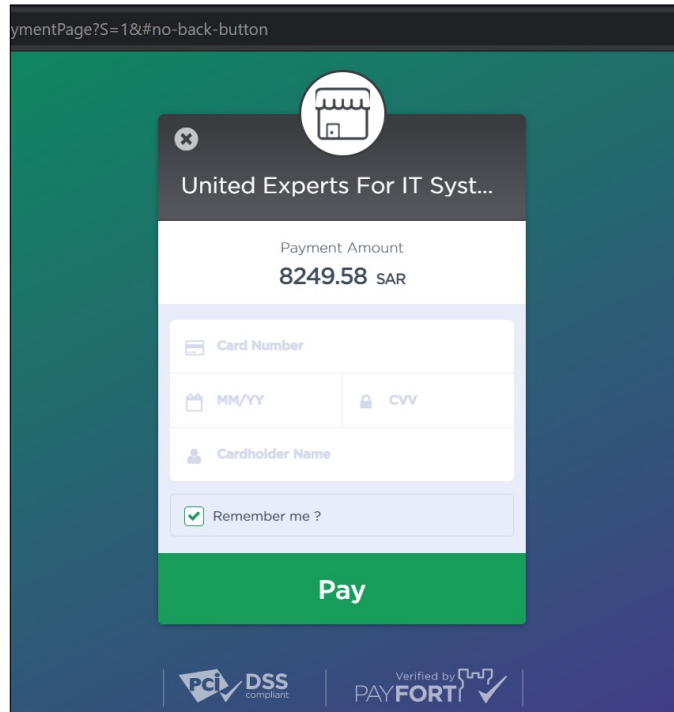


B2C Walkthrough

STEP - 1 8

PAYMENT GATEWAY

- Enter the card details on Payment Gateway and click on pay



PaymentPage?S=1&#no-back-button

United Experts For IT Syst...

Payment Amount
8249.58 SAR

Card Number

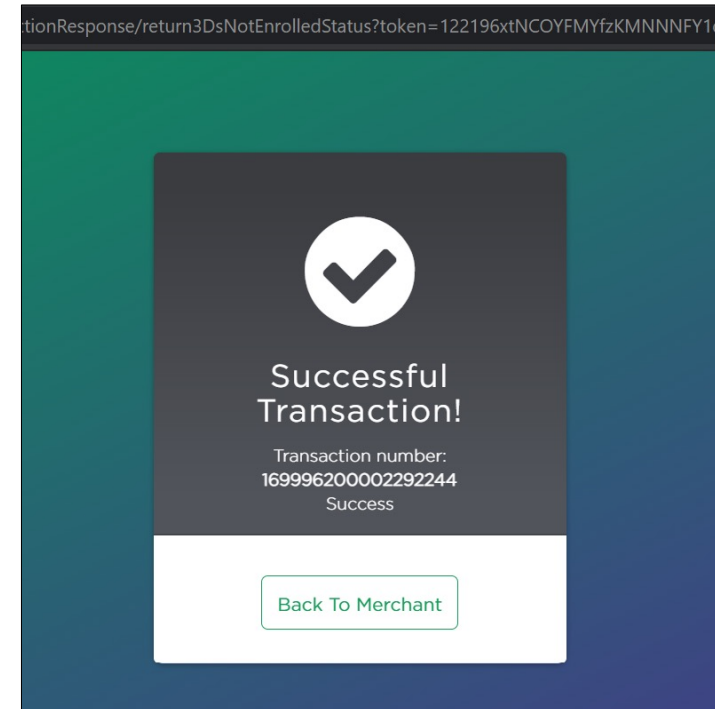
MM/YY CVV

Cardholder Name

☒ Remember me ?

Pay

pci DSS compliant | Verified by PAYFORT



- On successful Transaction, we will take authorization for the booking amount. You will be then redirected back to the booking details page



B2C Walkthrough

STEP - 19


S U C C E S S F U L B O O K I N G

- Check the booking and click Continue Visa application

tpmb2czamzam.techmaster.in/package/bookingdetail/16104/

Please ! Proceed to Fill Visa Form.

Trip Id:PK-X6LRC

 saqayat albait
شارع ابراهيم الخليل, Makkah, Makkah Prov...


22 Mar 2022 - 30 Mar 2022

+ Details


Cancellation Charges

GUEST - Room only

Cancelled on or After	Cancelled on or Before	Cancellation Charge
19 Mar 2022	22 Mar 2022	100.0%

 Saudi Public Transport Company

+ Details


 Saudi Public Transport Company
Makkah

Transport Date: 22 Mar 2022


Passenger: 2

SAR 4900.00

Booking Ref No:
MQM00234909YWZY:0104175720220319MOAVGM

 Basic Package

+ Details

 UO TEST
Makkah

Ground Service Date : 22 Mar 2022

Passenger: 2

SAR 922.22

Booking Ref No:
MQM00234909YWZY:0104175720220319MOAVGM

Check Status

Passenger Details

Name: Mr Suraj Julaha

Mobile: +966-505460707

Passport: sfdjhaska643782

Total no. of Passenger: 2

See more

Name:

Passport, Pancard etc. Vaccination required

Flight Booking is manadatory for applying for visa

Booking cannot be cancelled once you apply for Visa

Continue visa application

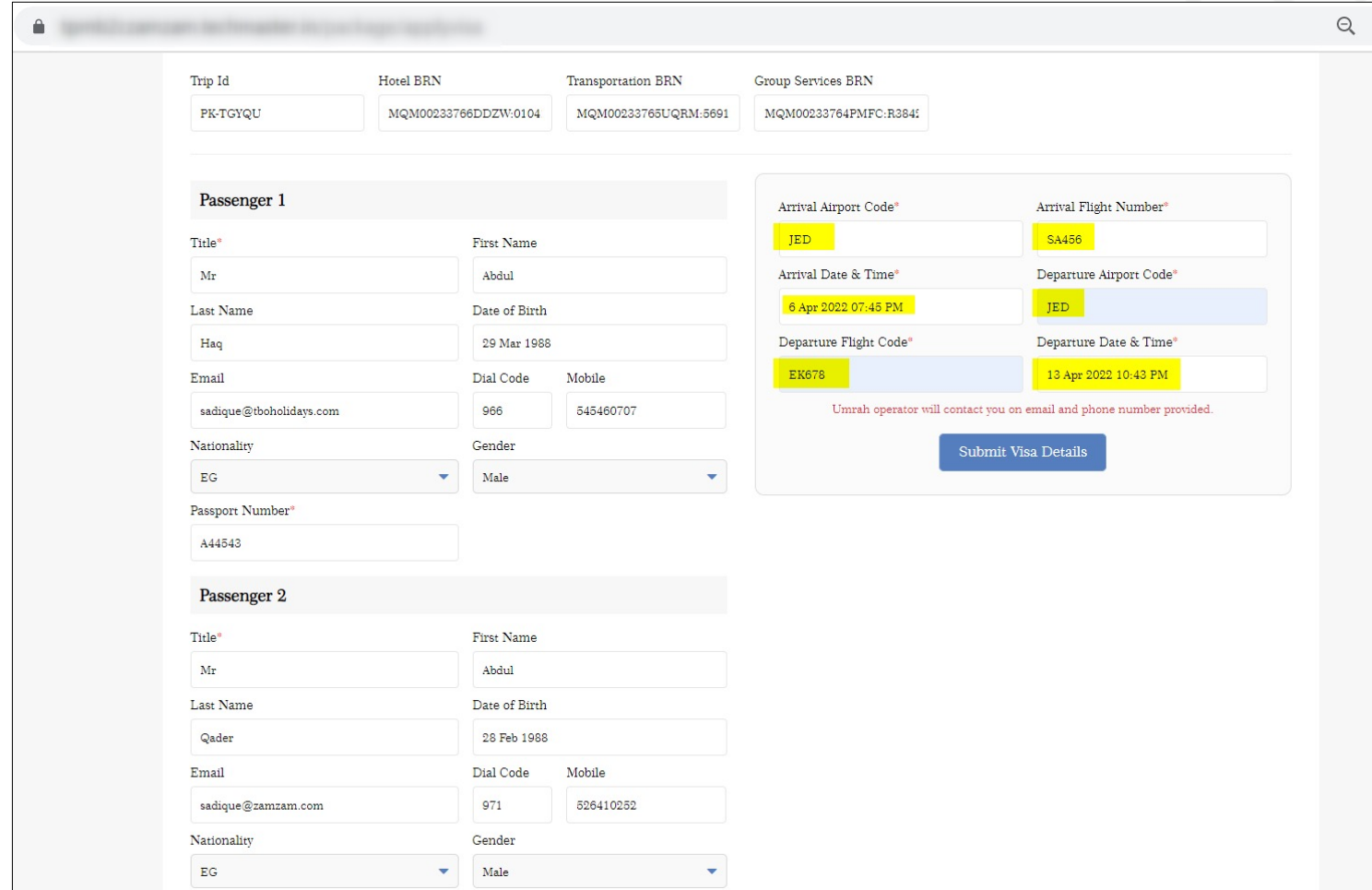


B2C Walkthrough

STEP - 20

ARRIVAL & DEPARTURE DETAILS

- Fill in the Arrival and Departure flight details and click on submit visa Details.
- The details will be submitted, and you will see below page wherein you can click on Proceed to fill Umrah Visa Form on the Ministry's website.



The screenshot displays a web form for submitting Umrah visa details. At the top, there are four input fields for Trip Id (PK-TGYQU), Hotel BRN (MQM00233766DDZW:0104), Transportation BRN (MQM00233765UQRM:5691), and Group Services BRN (MQM00233764PMFC:R384). Below these, the form is divided into two main sections for Passenger 1 and Passenger 2. Each passenger section contains fields for Title, First Name, Last Name, Date of Birth, Email, Dial Code, Mobile, Nationality, and Gender. Passenger 1's details are: Title (Mr), First Name (Abdul), Last Name (Haq), Date of Birth (29 Mar 1988), Email (sadique@tboholidays.com), Dial Code (966), Mobile (545460707), Nationality (EG), and Gender (Male). Passenger 2's details are: Title (Mr), First Name (Abdul), Last Name (Qader), Date of Birth (28 Feb 1988), Email (sadique@zamzam.com), Dial Code (971), Mobile (526410252), Nationality (EG), and Gender (Male). To the right of the passenger details, there are four input fields for flight information: Arrival Airport Code (JED), Arrival Flight Number (SA456), Arrival Date & Time (6 Apr 2022 07:45 PM), and Departure Airport Code (JED). Below these are two more input fields for Departure Flight Code (EK678) and Departure Date & Time (13 Apr 2022 10:43 PM). A red note states: "Umrah operator will contact you on email and phone number provided." A blue button labeled "Submit Visa Details" is located at the bottom right of the flight information section.

Trip Details			
Trip Id	Hotel BRN	Transportation BRN	Group Services BRN
PK-TGYQU	MQM00233766DDZW:0104	MQM00233765UQRM:5691	MQM00233764PMFC:R384

Passenger 1			
Title*	First Name		
Mr	Abdul		
Last Name	Date of Birth		
Haq	29 Mar 1988		
Email	Dial Code	Mobile	
sadique@tboholidays.com	966	545460707	
Nationality	Gender		
EG	Male		
Passport Number*			
A44543			

Passenger 2			
Title*	First Name		
Mr	Abdul		
Last Name	Date of Birth		
Qader	28 Feb 1988		
Email	Dial Code	Mobile	
sadique@zamzam.com	971	526410252	
Nationality	Gender		
EG	Male		

Flight Details	
Arrival Airport Code*	Arrival Flight Number*
JED	SA456
Arrival Date & Time*	Departure Airport Code*
6 Apr 2022 07:45 PM	JED
Departure Flight Code*	Departure Date & Time*
EK678	13 Apr 2022 10:43 PM

Umrah operator will contact you on email and phone number provided.

[Submit Visa Details](#)



B2C Walkthrough

STEP - 21

ARRIVAL & DEPARTURE DETAILS

- Fill in the Arrival and Departure flight details and click on submit visa Details.

The screenshot displays the 'ARRIVAL & DEPARTURE DETAILS' section of the Zamzam.com Umrah Visa Form. It includes fields for Trip Id, Hotel BRN, Transportation BRN, and Group Services BRN. Below these are sections for Passenger 1 and Passenger 2, each with fields for Title, First Name, Last Name, Date of Birth, Email, Dial Code, Mobile, Nationality, and Gender. A 'Passport Number' field is also present. To the right, there are fields for Arrival Airport Code, Arrival Flight Number, Arrival Date & Time, Departure Airport Code, Departure Flight Code, and Departure Date & Time. A 'Submit Visa Details' button is located at the bottom right of the form.

- The details will be submitted, and you will see below page wherein you can click on Proceed to fill Umrah Visa Form on the Ministry's website.

The screenshot shows the Zamzam.com website interface. The header includes the Zamzam.com logo, the tagline 'Your journey made easy', and navigation links for English | العربية, SAR, Suraj Julaha, and Logout. Below the header, there are links for Packages with Visa, Flights, Hotels, FAQs, B2B Login, and Packages without Visa. A blue banner with a shield icon contains the text 'Information for Travellers During COVID-19'. The main content area displays a success message: 'For Trip Id: PK-TGYQU details submitted successfully'. Below this message is a button labeled 'Proceed to fill Umrah Visa Form'. A disclaimer at the bottom states: 'Disclaimer - Please note that once you submit the details in the Umrah Visa Form, all the booking details will be sent to Umrah Company for Approval. The Umrah Company will get back to you within 4 hours after submitting the Visa form.'

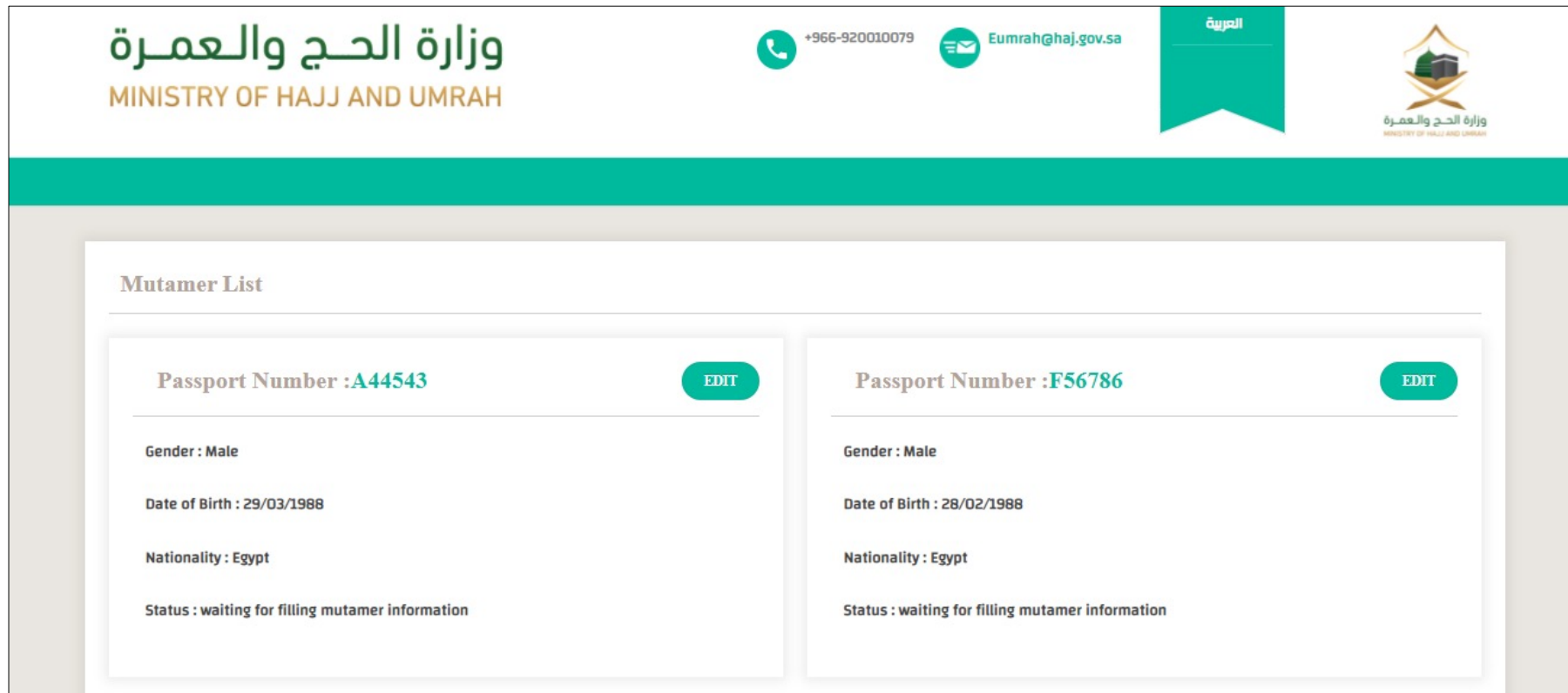


B2C Walkthrough

STEP - 22

VISA APPLICATION FORM

- On the Ministry of Hajj and Umrah website, you can see the list of all Mutamers (Passengers) as shown below. You can click on the Edit button to fill in details of each passenger.



وزارة الحج والعمرة
MINISTRY OF HAJJ AND UMRAH

+966-920010079
Eumrah@haj.gov.sa

المدينة

وزارة الحج والعمرة
MINISTRY OF HAJJ AND UMRAH

Mutamer List

<p>Passport Number :A44543</p> <p>Gender : Male</p> <p>Date of Birth : 29/03/1988</p> <p>Nationality : Egypt</p> <p>Status : waiting for filling mutamer information</p> <p>EDIT</p>	<p>Passport Number :F56786</p> <p>Gender : Male</p> <p>Date of Birth : 28/02/1988</p> <p>Nationality : Egypt</p> <p>Status : waiting for filling mutamer information</p> <p>EDIT</p>
--	--



VISA APPLICATION FORM

- JOINT VENTURE WITH **tbo.com**

B2C Walkthrough

STEP - 24

VISA APPLICATION FORM SUBMISSION

- Once you have filled in details of all Mutamers, you can click on submit button.
- Once the form is submitted, the booking is sent to the Umrah Company for approval. There is a window of maximum 4 hours for the Umrah Company to either approve or reject the booking.

- Case 1: UO company rejects the request**

Reservations are cancelled automatically, the full amount is refunded, and customer is notified.

- Case 2: UO Company doesn't perform any action (time limit expiration)**

Reservations are cancelled automatically, the full amount is refunded, and customer is notified

- Case 3: Mutamer wants to cancel the reservation**

Currently not possible

- Case 4: UO Company approves the request**

Process continues

The screenshot displays the official website of the Ministry of Hajj and Umrah. At the top, the header includes the ministry's name in Arabic and English, along with contact information: a phone number (+966-920010079) and an email address (Eumrah@haj.gov.sa). A green banner with the word 'المراجعة' (Review) is visible. Below the header, a green notification bar states 'Successfully Added'. The main content area is titled 'Mutamer List' and features a 'SUBMIT' button. Two forms are shown side-by-side, each containing the following details:

Passport Number
A44543

Mutamer Name
Abdul Haq

Gender
Male

Date of Birth
29/03/1988

Nationality
Egypt

Status
Complete

Passport Number
F56786

Mutamer Name
Abdul Qader

Gender
Male

Date of Birth
28/02/1988

Nationality
Egypt

Status
Complete

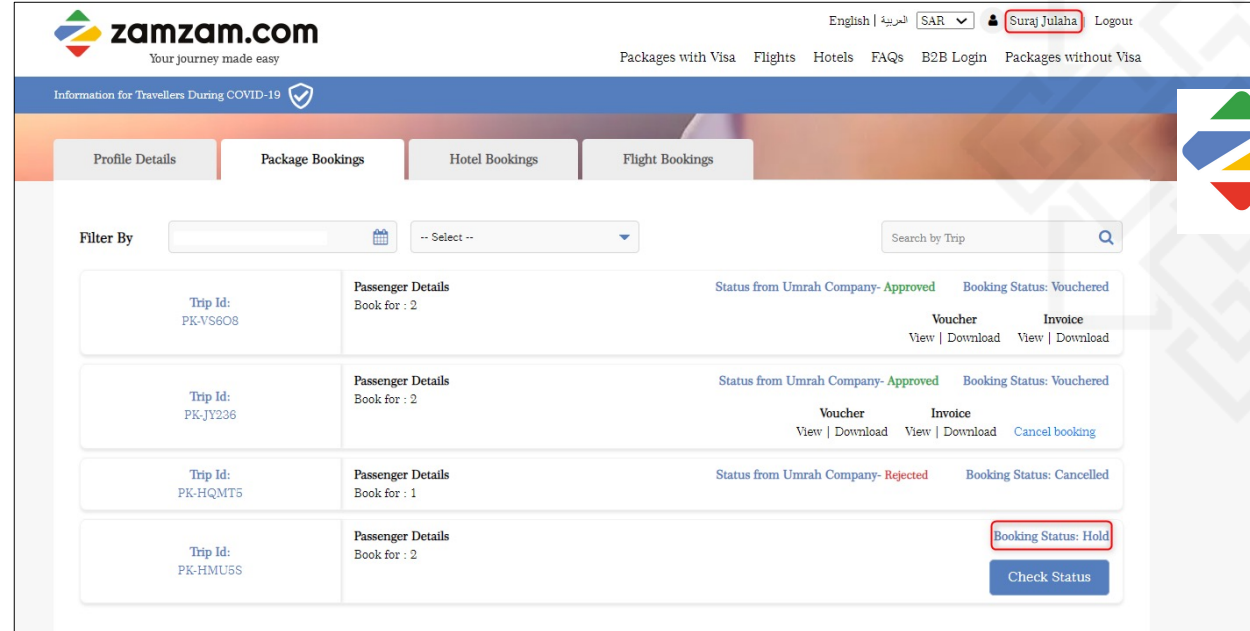


B2C Walkthrough

STEP - 25

BOOKING RETRIEVAL & STATUS

- Click on the Username to see the bookings done by the user.
- The user can click on Check status button to check the status of the booking request sent to the Umrah Operator.



The screenshot shows the user dashboard on zamzam.com. The user is logged in as 'Suraj Julaha'. The dashboard has tabs for Profile Details, Package Bookings, Hotel Bookings, and Flight Bookings. The Package Bookings tab is active, showing a list of bookings. The list includes columns for Trip Id, Passenger Details, Status from Umrah Company, and Booking Status. The first two bookings are 'Approved' and 'Vouchered', while the third is 'Rejected' and 'Cancelled'. The fourth booking is 'Hold' and has a 'Check Status' button next to it.

Trip Id	Passenger Details	Status from Umrah Company	Booking Status
PK-VS608	Book for : 2	Approved	Vouchered
PK-JY236	Book for : 2	Approved	Vouchered
PK-HQMT5	Book for : 1	Rejected	Cancelled
PK-HMU55	Book for : 2		Hold

Case 1 – If the Umrah Company has accepted the booking, the status of the booking will be changed to Vouchered and the Status from Umrah Company will be shown as Approved. At this stage, we will capture the booking amount for which we had taken the authorization at the payment gateway.

Case 2 – If the Umrah Company has rejected the booking, all the BRNs will be cancelled. The status of the booking will be shown as cancelled and the status from Umrah Company will be shown as Rejected. Full booking amount (authorization taken at the payment gateway) will be refunded.

Case 3 – If the Booking is still under review (Umrah Company has not yet taken any action), the status of the booking will be shown as Hold. The user can check the status again after some time.



B2C Walkthrough

PAYMENT &

REFUND



- Below are the explanation related to payment and refund at various stages:

Paid Amount	If UO Rejects the Request	If Visa rejected	Mutamer want to cancel after the visa is issued
Hotel BRN	Fully refund	Refund based on cancellation policy	Non Refundable
Transportation BRN	Fully refund	Refund based on cancellation policy	Non Refundable
GS BRN	Fully refund	Refund based on cancellation policy	Non Refundable
Mutamer insurance	Fully refund	Non Refundable	Non Refundable
Visa fee	Fully refund	Non Refundable	Non Refundable
Visa processing fee	Fully refund	Non Refundable	Non Refundable



B2C Walkthrough

SUPPORT

TICKET



- Below table explains when to escalate the matter to support and which relevant authorities to be contacted for matter resolution:

Step-1	Step-2	Step-3	Step-4	Step-5	Step-6	Step-7	Step-8	Step-9	Step-10	Step-11	Step-12	Step-13	Step-14	Step-15
Data entry issues, hotel results issues														
Hotel, transport, ground services results not showing														
Any issue related to OTP delivery for Email & Mobile number														
Issues related to filling passenger details to submit for further processing before proceeding for the payment														
Issues faced during payment processing related to credit card, payment rejection, payment errors and other											Any issue faced during Step-12 and Step-13 [during visa application form at Ministry of Hajj website]		Issue in Booking status update by UO	
REPORT TO ZAMZAM.COM OPERATIONS & SUPPORT DEPARTMENT											REPORT DIRECTLY TO MINISTRY OF HAJJ SUPPORT		REPORT TO ZAMZAM.COM OPERATIONS TEAM	

For support services related to Ministry of Hajj & Umrah, please call at +966 9200 10079 or email at eumrah@haj.gov.sa
 For support services related to Zamzam.com; please contact at support@zamzam.com





Thank you

*For inquiries & support,
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