DATA ENTRY TRAINING

Arch Travel CRM

Module 4 — MOFA Visa Verification

Check a Saudi visa on the official MOFA service from inside the CRM, one by one or from an Excel list.

TRAINING GUIDE · SIMPLE ENGLISH

SINGLE SEARCH | BULK EXCEL | PRINT | WEBSITE CHECK | ERRORS | CHECKLIST

For trained staff and customers

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How to use this guide

This guide teaches you to enter data in the **MOFA Visa Verification** module of Arch Travel CRM. Follow the parts in order the first time. Later, use Section 4 (field tables) and Section 7 (checklist) as a quick reference.

Field names

Names written like `Customer:` are shown exactly as they appear on the screen.

Buttons and menus

Names written like **Save** are buttons or menu items you click.

Required

In the field tables: Yes you must fill it No optional Auto the system fills it.

Messages

Text in *italics* is a message the system shows. ... stands for a name or number.

TIP
Practise with demo data first. Use the checklist in Section 7 before you finalise anything.

WARNING
Never share your password. Sign out when you leave your desk.

NOTE
Your menu shows only the screens your administrator has given you. If a menu item is missing, ask your administrator.

SECTION 1

1 Module introduction and menu path

Saudi MOFA Visa Verification looks up a visa record on the Ministry of Foreign Affairs service. You give two search criteria, the nationality and the captcha from the image. For many travellers, load an Excel or CSV list and verify row by row. There is also a simple visa check page on the public website.

MENU PATH

Umrah
top menu
→
MOFA Visa Verification
menu item

You will use these menu items in this guide:

MENU GROUP	ITEMS USED IN THIS GUIDE
Umrah	MOFA Visa Verification
Public website	Visa check page (Site/VisaCheck)

HOW THE WORK FLOWS

Criteria
Two of passport, visa, application, name
→
Captcha
6 digits from image
→
Verify
Record shown
→
Print / export
Keep a copy

SECTION 2

2 Prerequisites: set up these first

Make sure the items below exist before you start. Ask your administrator if one is missing.

SET UP THIS FIRST	WHERE	WHY IT IS NEEDED
Traveller details	Booking / passport copy	Passport No, Visa No or Application No, First Name and Nationality.
Internet access to MOFA	Server	The page calls the official MOFA service.

SECTION 3

3 Step-by-step data entry

Follow the parts in order. Each part matches one screen or task.

Part A — Single search

Open **Umrah → MOFA Visa Verification**. Click **Single search**.

Search Criteria

1. **First Criterion**
   Choose the type (Passport No, Visa No, Application No or First Name) and type the value.

2. **Second Criterion**
   Choose a **different** type and type its value. A visa number must be exactly 10 digits.

3. **Nationality**
   Choose **Nationality**.

4. **Captcha**
   Type the 6-digit **MOFA captcha** from the image. Use *Refresh captcha* if it is hard to read.

5. **Verify**
   Click **Verify Visa Record**. You see *Visa record found.* and the **Visa record** box. **Clear** starts again.

Visa record

1. **Print**
   Click **Print** to print the record.

Part B — Bulk Excel verification

Click **Bulk Excel Verification**.

Bulk Excel Verification

1. **Get the template**
   Click **Sample Excel/CSV**. Columns are PassportNo, FirstName and Nationality.

2 **Load**
Choose the file (2 MB max) or type in **Or paste a list**. Click **Load list**.

3 **Verify each row**
For the current row type **Captcha for current row** and click **Verify this row**. Repeat.

4 **Export**
Click **Export CSV** or **Export Excel** for the results.

Part C — Visa check on the public website

Visa check

1 **Who uses it**
Travellers or agents on the website.

2 **Search**
Enter the passport number and either the visa number or the first name.

SECTION 4

4 Field tables for every screen

Field names are written exactly as on screen.

Single search

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
First Criterion	Type and value.	Yes
Second Criterion	Different type and value.	Yes
Nationality	Traveller nationality.	Yes
MOFA captcha	6 digits.	Yes

Bulk

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
File / Or paste a list	PassportNo, FirstName, Nationality.	Yes
Captcha for current row	6 digits per row.	Yes

Website visa check

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Passport number	Passport.	Yes
Visa number or first name	One of them.	Yes

SECTION 5

5 After you save: find, edit, print

TASK	HOW
Keep a record	**Print** the visa record or export the bulk results.
Update the booking	Enter the visa number in the booking (Umrah → Update Visa).

SECTION 6

6 Common errors and how to fix them

The messages below are the real messages the system shows. ... stands for a name or number.

Single search

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
Please complete both search criteria, the nationality and the captcha.	Fill all four.
The first and second criteria must be different.	Change one type.
The visa number must be exactly 10 digits.	Check the number.
Please type the 6-digit captcha from the image.	Type the captcha.
The captcha was not accepted. Please type the new image and try again.	Type the new captcha.
No visa record was returned for these details.	Check the values.
The Ministry of Foreign Affairs service is not available at the moment. Please try again later.	Try later.

Bulk

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
The file is too large. The limit is 2 MB.	Split the file.
No rows were found. Use columns PassportNo, FirstName and Nationality.	Use the sample.
No usable rows were found. Each row needs a passport number and a first name.	Fill these columns.

Website

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
Please enter both the passport number and the first name.	Fill both.
Please enter both the visa number and the passport number.	Fill both.

SECTION 7

7 Quick checklist

Every check

- [ ] Two different criteria
- [ ] Nationality
- [ ] Fresh captcha
- [ ] *Visa record found.*
- [ ] Printed or exported

Trainee name

Date

Trainer