DATA ENTRY TRAINING

Arch Travel CRM

Module 1 — Umrah Booking

Step-by-step guide to entering an Umrah booking: mutamers, voucher, pricing, approval and printing.

TRAINING GUIDE · SIMPLE ENGLISH

PREREQUISITES BOOKING MUTAMERS VOUCHER PRICING APPROVAL PRINT ERRORS CHECKLIST

For trained staff and customers

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How to use this guide

This guide teaches you to enter an **Umrah Booking** in 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 **Add Mutamers** are buttons or menu items you click.

Required

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

TIP
Practise with a demo customer first. Use the checklist in Section 7 before you approve a booking.

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.

What you need before you start

- A login name and password from your administrator.
- The customer (agent) name, passport details of every mutamer, and the package name.
- Hotel names, dates and flight details if you will also create the voucher.

SECTION 1

1 Module introduction and menu path

Umrah Booking is where you record a group of pilgrims (mutamers) for one customer and one package. From the booking you create the voucher (hotels, flights, transport), check the price, approve it, and print the voucher and invoice.

MENU PATH

Umrah top menu → **Booking** menu group → **New Umrah Booking** or New Quick Booking, or Umrah Booking List

In the top menu open **Umrah**. You will use these items in this guide:

MENU GROUP	ITEMS USED IN THIS GUIDE
Booking	Umrah Booking List · New Umrah Booking · New Quick Booking
Booking Import	Import Booking · Nusuk Import to Booking · Import PAX into Booking
Booking Updates	Update IATA · Update Visa (not covered in detail here)
Voucher	Umrah Voucher List · New Umrah Voucher

THE FOUR STAGES OF AN UMRAH BOOKING

1 Booking — New Umrah Booking: customer, package and mutamers → **2 Voucher** — Hotels, flights and transport. Save as Draft or Approved → **3 Accounts Update** — Check prices. Custom rate rule. Discounts. Status → **4 Print** — Voucher and Invoice (Sale)

Three different statuses: do not mix them up

WHERE YOU SEE IT	FIELD	CHOICES	WHAT IT DOES
New Umrah Booking and Accounts Update	Booking Status:	Draft, Final, Void	Describes the booking. It does **not** post to the ledger by itself.
Voucher screen	Save Mode:	Draft, Approved	**Draft** = not posted. **Approved** = posted to the ledger.
Accounts Update	Voucher Status:	Pending, Draft, Approved, Void	**Pending** = no voucher yet. Only an approved voucher is posted.

⚠ **WARNING**
A booking is posted to the ledger **only when the voucher is Approved**. A Draft voucher is not posted, and KSA is not notified for arrival intimation.

SECTION 2

2 Prerequisites: set up these first

Ask your administrator to confirm that the items below exist. If one is missing, you may get a message such as *Please select a Customer* or the booking may show a zero amount.

SET UP THIS FIRST	WHERE (ADMIN BACKEND MENU)	WHY IT IS NEEDED
Customer (agent)	Contacts → Customers	Required on every booking. The customer must be active. A blocked customer cannot be saved.
SPO (sales person)	HR Management → Employee	Optional. Pick from active employees.
Package	Umrah → Setup → Package	Needed for Quick Booking and imports. Also needed to find hotel, visa and transport rates.
Category	Umrah → Setup → Category	Optional. Used when matching visa rates.
IATA and **Visa Company**	Contacts → IATA (link a Visa Company)	Optional. Choosing IATA fills **Visa Company:** on the booking.
Visa Status list	Umrah → Setup → Visa Status	Fills the **VISA Status:** list. A status named *Booking Created* is picked for you if it exists.
Visa Rates and **Visa Cost**	Umrah → Setup → Visa Rates, Visa Cost	Price of the visa per mutamer. No rate = price 0 and the booking is not posted.
Hotels, **Hotel Rates**, **Hotel Cost**	Umrah → Setup → Hotels, Hotel Rates, Hotel Cost	Hotel list for the voucher and the hotel price per night.
Transporters, **Transport Routes**, **Transport Types**, **Transport Rates**	Contacts → Transporters; Umrah → Setup → Transport Routes, Transport Types; Transports → Setup → Transport Rates	Needed for the Transport Details on the voucher.
Airlines and **Sectors**	Contacts → Airlines; Umrah → Setup → Sectors	Used in Flight Details on the voucher.
SAR Rates	Accounts → Setup → SAR Rates	Exchange rate for PKR and SAR. If none is found, rate 1 is used.
Chart of Accounts and **Financial Settings**	Accounts → Account List; Accounts → Setup → Financial Settings	Sale, cost and payable accounts used for posting. Missing account: *No account found for ….*
Your rights	System → Users, System → Roles; HR Management → Employee	Access to the Umrah screens. To save as Final or Approved you also need the *allow final* rights on your employee record.

> **TIP**
> Customer rules to know: **Blocked**, **Advance Required For Voucher** and **Credit Limit**. These can stop an approval (see Section 6).

SECTION 3

3 Step-by-step: create an Umrah booking

Follow Parts A to H in order. Parts A, B and D are the minimum to create a booking. Parts E to H complete the work.

Before you start: sign in

Login page

1 Enter your username
Type your user name in the box under USERNAME.

2 Enter your password
Type your password under PASSWORD. Click the eye to check what you typed.

> ⚠ **WARNING**
> Do not tick **Keep me signed in** on a shared computer.

3 Click Log In
Click Log In. If two-factor login is on, enter the code from Google Authenticator when asked.

Part A — Booking Information

Open **Umrah → Booking → New Umrah Booking**. The page title is **Umrah Booking**. Fill the **Booking Information** card from top to bottom.

New Umrah Booking — Booking Information

1 Booking Number
Leave it **empty**. The system gives the next number when you save. After saving, this box is read-only.

> 💡 **TIP**
> Type a number only if your office has a rule for manual numbers. A duplicate gives *Booking Number ... already exists.*

2 Booking Date
Today's date is filled in. Change it only if the booking belongs to another date.

3 Customer
Click the box and choose the customer (agent). You can type to search. **Required.**

4 SPO
Choose the sales person. Optional.

5 Package
Choose the package. Optional on this screen but needed for correct prices.

6 Category
Choose the category if your package uses one. Optional.

7 Approval Date
Date of approval. It is also used to work out who is an Adult, Child or Infant.

8 Booking Status
A new booking starts as **Final**. If you do not have the right to save Final, choose **Draft**.

> ⚠ **WARNING**
> Message if not allowed: *You are not allowed to save bookings as Final; save as Draft.*

9 Confirmed Ticket
Tick if the air ticket is confirmed. Optional.

10 Group No and Group Name
Enter your group number and group name. They are copied to each mutamer.

11 IATA
Choose the IATA. `Visa Company:` fills in by itself and cannot be typed.

12 VISA Status
Choose the visa status. *Booking Created* is pre-selected if it exists in your list.

13 Short Booking and Adults / Childs / Infants
Tick `Short Booking` only if you do not have passport details yet. Then type the number of Adults, Childs and Infants. Without Short Booking these numbers are filled from the mutamers.

> ⓘ **NOTE**
> You must add mutamers, **or** tick Short Booking and enter the numbers.

14 Add Mutamers
Click `Add Mutamers` to open the mutamer panel (Part B).

Part B — Add mutamers (passport scan or typing)

Each mutamer needs at least a **Passport** or a **First Name**, and a **Gender**. Passport numbers cannot repeat in the same booking.

New Umrah Booking — Mutamer Details panel

1 Open the panel

Click **Add Mutamers**. The **Mutamer Details** panel opens and the cursor is in **Scanned Passport Number:**.

2 Scan the passport (optional)

Scan the two code lines at the bottom of the passport (MRZ). The first name, family name, passport number, nationality, date of birth, gender and expiry fill in by themselves.

> **TIP**
> While the code is incomplete you see *Waiting for the full passport code (2 lines)…*. When complete you see *Read passport …*.

3 Title and Family Head

Title: fills from gender. The first mutamer is the **Family Head** automatically. Only one person can be Family Head.

4 First Name and Family Name

Type the names if you did not scan. Capital letters are fine.

5 Gender

Choose Male or Female. **Required.**

6 DOB

Choose the date of birth. A badge shows **Adult**, **Child** or **Infant**.

> **NOTE**
> Under 2 years = Infant. Under 12 years = Child. Otherwise Adult. Age is counted on the Approval Date.

7 Seperate Bed

Adults always get a separate bed (the box is locked). For a Child it is ticked for you; for an Infant it is not.

8 Passport and Expiry Date

Type the passport number in capital letters. When you leave the box the system checks other bookings. If the passport is used elsewhere, **Duplicate** is ticked with *Also in …*. Details from an earlier booking are filled in for you.

> **WARNING**

Check the **Expiry Date** carefully. It is pre-filled and may not be the real expiry.

9 **Group Information**

Approval Date:, Group No: and Group Name: are copied from the booking. Change them only if this person is different.

10 **Passport Scan and Mutamer Photo**

Optional. Choose a picture file: .jpg, .jpeg, .gif or .png, **maximum 1 MB**.

11 **Add**

Click Add. The person is added to the list and the panel stays open for the next one: *Added ... Scan the next passport or click Close.*

12 **Close**

When all are added, click Close to go back to the booking.

13 **Edit or remove**

In **Mutamer Details**, use the blue icon under **Actions** to edit, or the X to remove (you are asked to confirm).

> **NOTE**
> Edit shows the button name **Update** instead of Add.

Part C — Other ways to add mutamers

Use the way that fits your work. All of them create the same kind of booking.

New Quick Booking

1 Open the screen
Menu **Umrah → Booking → New Quick Booking**. Title: **New Quick Booking**.

2 Booking Information
Fill `Booking Number:` (leave empty), `Booking Date:`, `Package:` and `Customer:`. Package and Customer are **required**. `Manual Booking No:` and `Booking Notes:` are optional.

3 Mutamer rows
Click the + icon to add a row. Fill `Passport No`, `Expiry Date`, `First Name`, `Last Name`, `DOB` and `Gender`. Tick `Family Head` for one person.

4 Allow Duplicate
Tick `Allow Duplicate` on a row only when the passport is already in another booking and you really want it again.

5 Manage rows
Use the trash icon to delete selected rows and the arrow icon to discard changes.

6 Save Booking
Click `Save Booking`. You see *Booking No = … created successfully.*

Import Booking (Standard CSV)

1 Download the format
Click `Download Standard Format` and fill the file. Columns: PassportNo, MutamerName, Gender, DOB, Nationality, PAX, Bed, VisaNumber, PNR, PassportExpiry, GroupNo, GroupName.

2 Choose the file
Under `Standard (.csv) File:` choose your .csv or .txt file.

3 Booking settings
Choose `Package:`, `Category:`, `Customer:`, `IATA:`, then `Booking Date:` and `Approval Date:`. Package, Customer and Booking Date are **required**.

4 Custom amounts and hotels (optional)

Tick Custom Sale or Custom Cost to type your own amounts. Choose Hotel 1: to Hotel 3: and Expected Departure Date: if known.

5 Options

Send SMS: and Allow Duplicate: are optional tick boxes.

6 Import Booking

Click Import Booking. Links appear to open the voucher, print it, view the invoice or open the voucher list.

Nusuk Import to Booking

1 Open the screen

Menu **Umrah → Booking Import → Nusuk Import to Booking**.

2 Import Type and File

Choose Import Type: **Nusuk** (Excel from Nusuk) or **Standard**. Choose the File: (.xlsx, .xlsm, .csv or .txt, **maximum 5 MB**). The rows show in the **Work Sheet**.

3 Package and dates

Choose Package: (**required**) and Booking Date: (**required**). Category:, IATA:, Group No., Group Name. and Approval Date: are optional.

4 Sale and Cost Amount

Enter Adult, Child and Infant amounts if you want them. Default is 0.

5 Import Mutamers

Click Import Mutamers. The people appear in the **Status** list.

6 Create the booking

Tick the people in **Status**, choose Customer: and click Create Bookings. Or choose Booking: and click Add PAX to Booking to add them to an existing booking.

> ⚠ **WARNING**
> All selected people must have the same package. Use Remove Selected to remove wrong rows from the list.

Import PAX into Booking

1 Open the screen

Menu **Umrah → Booking Import → Import PAX into Booking**.

2 **File and booking**
Choose **Standard (.csv) File:** (.csv, .txt or .xlsx, maximum 5 MB). Type the booking number in **Add to Booking:**.

3 **Import Booking**
Click **Import Booking**. The people are added to that booking.

Part D — Save the booking

New Umrah Booking — Mutamer Details list and Save

1 **Check the list**
In **Mutamer Details** make sure every person is listed with the correct passport number and date of birth.

2 **Click Save**
Click **Save** at the bottom. The button shows *Saving...* for a moment.

3 **Read the message**
The page reloads with a green message: **Booking ... saved successfully.** The booking number is now fixed. Counts of Adults, Childs and Infants are filled from the mutamers.

TIP
Saving a new booking sets the voucher to **Pending**. In the booking list you will then see **Create Voucher** (Part E).

WARNING
If the booking is **locked** you see *This booking is locked. Unlock it in Accounts Update before editing.* Ask a user with the right to clear the lock.

Part E — Create the voucher (hotels, flights, transport)

The voucher holds the hotels, flights and transport for the booking. Create it from the booking list. The menu item **Umrah → Voucher → New Umrah Voucher** also opens the booking page, where you pick the booking.

Umrah Booking List — search and Action menu

1 Open the list

Menu **Umrah → Booking → Umrah Booking List**. Use the search boxes (for example Booking No, Customer, Booking date from) and click Search.

2 Open the Action menu

On your booking row click Action and choose **Create Voucher**.

New Voucher Mutamers

1 Select mutamers

The page **New Voucher Mutamers** opens with everyone ticked. Untick people who are **not** on this voucher.

2 Create Voucher

Click Create Voucher. You need at least one person ticked.

> ⚠ **WARNING**
> If you untick some people, they are moved to a **new booking** with a new booking number.

Voucher — details, hotels, flights, transport and Save Mode

1 Voucher Detail

Manual/Service No: and Customized Name on Voucher: are optional. Booking No:, Date:, Customer:, Branch:, Package:, IATA: and Visa Company: are shown for checking.

2 Mutamer Details

For each person you can tick Family Head and Bed, and type PNR and Visa Number. Visa Rate shows the price. A red **0.00** means no visa rate was found (hover to see why).

3 Accommodation Details

Tick Self Accommodation if guests arrange their own hotel. Otherwise use **Hotel 1** to **Hotel 6**. Choosing a hotel ticks the row for you.

4 **Hotel row**

Choose the hotel, then **Room Type**, **Sharing Type**, **Qty**, **Checkin** and **Nights**. **Checkout** is calculated (or change Checkout and Nights follow). Set **View Type** and **Meal Plan** if needed. You may add **Hotel Note** and **Confirm No**.

> **NOTE**
> Under each hotel you may see the hotel rate and *Availability … rooms free*. A warning does not stop you from saving.

5 **Flight Details**

Fill the **Departure** and **Return** lines: **Flight**, **No**, **FROM**, **TO**, **Date**, **ETD**, **ETA**. **Travel By:** is Air.

6 **Transport Details**

Tick a line and choose **Transporter**, **Travel Date**, **Transport Route** and **Transport Type**. **Visa with Transport** is YES.

7 **Additional Information**

Tick **Ziarat** for Makkah and/or Madina and enter the date. Add **WhatsApp No:** and **Notes:** if needed.

8 **Save Mode**

Choose **Draft** to keep working, or **Approved** when the voucher is final.

> **WARNING**
> Draft Voucher will not be posted in Account Ledger and KSA will not be notified for arrival intimation.

9 **Save**

Click **Save**. Message: **Voucher … saved as Draft/Approved.** with the accounts result.

Part F — Pricing and the Custom rate rule

Prices come from the rates in your setup (backend). Use **Accounts Update** to check them or to enter your own price.

THE CUSTOM RATE RULE

Custom Sale ticked	→	Custom Sale not ticked
Your typed price is used		The backend (setup) rate is used and replaces what you typed

NOTE
Rule: ticked = manual rate. Unticked = backend rate. If a box is not ticked, anything you type in that rate box is replaced by the backend rate when one exists.

Accounts Update (Booking Approve) — prices, discounts, statuses

1 Open Accounts Update
In the booking list click Action then **Accounts Update**. The page title is **Booking Approve**.

2 Check the mutamers
Each person shows Approval Amount. Type a discount or extra for one person under Mutamer Adjustment. Use Ticket Detail to enter airline, PNR, ticket no and amounts.

3 Services
Click New to add a service: Service *, Provider, Notes, Qty, Rate, Net Total, Net Cost.

4 Visa price: Custom Sale
Ticked = type your own Adult Price:, Childs Price:, Infants Price:. **Not ticked** = the system uses the backend visa rate.

5 Exchange rate: Custom Exchange Rate
Ticked = your Exchange Rate: is used. **Not ticked** = the backend rate is used. The same rule applies to Exchange Rate Hotel:.

6 Hotel and transport prices
In each hotel block tick Custom Room Price to type your own rate. In each transport block tick Custom Transport Price. Not ticked = backend price.

7 Discounts
Enter Approval Discount:, Hotel Discount:, Group Discount: and Booking Adjustments (+/-): if allowed.

8 **Check the totals**

Read **Total Hotel:**, **Total Transport:**, **Total Services:**, **Total Ticket:**, **Gross Sale:**, **Net Charges:**, **Total Payments:** and **Balance:**. These boxes are read-only.

9 **Statuses and locks**

Choose **Booking Status:** and **Voucher Status:**. Tick **Booking Lock**, **Voucher Lock** or **Rate Lock** only when told to.

10 **Update Booking**

Click **Update Booking**. Message: **Booking ... updated.** plus the accounts result.

⚠ **WARNING**

If **Booking Lock** or **Voucher Lock** is ticked, amounts are read-only. Untick the locks and click **Update Booking** first, then change the amounts.

Part G — Status changes and ledger posting

FROM BOOKING TO LEDGER

Booking saved — Voucher Status = Pending → **Voucher saved as Draft** — Not posted → **Voucher saved as Approved** — Ledger posting is created → **Statements** — Customer ledger shows the entry

ACTION	RESULT
Save voucher with Save Mode **Draft**	No ledger entry. KSA is not notified for arrival intimation.
Save voucher with Save Mode **Approved**	The system creates a balanced ledger voucher (reference starts with UB- and the booking number) in SAR.
Change **Voucher Status:** in Accounts Update	Approved posts; Draft or Pending does not (an existing posting is removed when it goes back to Draft).
Booking status Final or Void only	Does **not** post. Only the Voucher Status decides posting.

ⓘ **NOTE**

The system treats the voucher as approved when the status is **Approved** (the older values **Final** and **Confirmed** also count).

If posting does not happen

- *Not posted to accounts: only Approved vouchers are posted (status ...).* — save the voucher as Approved.
- *Not posted to accounts: zero amount (Net Charges 0).* — check package hotel, visa and transport rates.
- *... cannot be approved: customer ... requires an advance payment ...* — record a payment or receipt first.
- *... exceeds the credit limit ...* — ask for the credit limit to be reviewed.

TIP
A user without the right to approve sees *You are not allowed to save hotel vouchers as Approved; save as Draft.* Ask a user with that right to approve it.

Part H — Print the voucher and invoice

Voucher print and Invoice (Sale)

1 Print Voucher
In the booking list click **Action** then **Print Voucher** (shown once a voucher exists). The voucher opens on A4.

2 Print
Click **Print Voucher** at the top, then choose your printer or **Save as PDF**.

3 Share link (optional)
Click **Copy share link** to copy a link that works without signing in. It expires after a set number of days.

4 Print the invoice
Click **Action** then **Invoice (Sale)**. Click **Print Invoice**.

TIP
Your company logo and letterhead on the printouts come from the company profile set up by your administrator.

SECTION 4

4 Field tables for every screen

Field names are written exactly as on screen.

S03 New Umrah Booking — Booking Information

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Booking Number:	Leave empty for the next number. Read-only after the first save. Must be unique.	No
Booking Date:	A valid date. Today is pre-filled.	Yes
Customer:	Choose an active customer.	Yes
SPO:	Sales person (active employee).	No
Package:	Active package. Needed for rates.	No
Category:	Active category.	No
Approval Date:	Date used for approval and for Adult/Child/Infant age.	No
Booking Status:	Draft, Final or Void. New booking starts as Final.	Yes
Confirmed Ticket:	Tick if the ticket is confirmed.	No
Group No:	Your group number (starts as 0).	No
Group Name:	Your group name.	No
IATA:	Choose the IATA.	No
Visa Company:	Fills from IATA. Read-only.	Auto
VISA Status:	Choose the visa status.	No
Short Booking	Tick when there are no mutamers yet. Then enter the numbers below.	No
Adults: / Childs: / Infants:	Only open when Short Booking is ticked and no mutamers exist. Otherwise filled from mutamers.	No

S04 Mutamer Details panel (you need Passport or First Name, and Gender)

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Scanned Passport Number:	Scan the 2-line passport code. Fills the fields below.	No
Title:	Miss, Mr or Mrs. Fills from gender.	No

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Family Head	Tick for the family head. Only one person.	No
First Name:	Given name. Needed if there is no passport number.	Yes
Family Name:	Surname.	No
Gender:	Male or Female.	Yes
DOB:	Date of birth. Decides Adult, Child or Infant.	No
Seperate Bed:	Locked for adults. Child ticked by default.	No
Passport:	Passport number in capital letters. Needed if there is no first name. Not repeated in the same booking.	Yes
Expiry Date:	Passport expiry. Pre-filled, check it.	No
Duplicate:	Ticked by the system when the passport is in another booking.	Auto
Approval Date: / Group No: / Group Name	Copied from the booking.	No
Passport Scan / Mutamer Photo	Image .jpg .jpeg .gif .png, up to 1 MB.	No

S06 New Quick Booking

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Booking Number: / Booking Date:	Leave number empty. Date is pre-filled.	Yes
Package:	Choose the package.	Yes
Customer:	Choose the customer.	Yes
Manual Booking No: / Booking Notes:	Your own reference and notes.	No
Passport No / Expiry Date / First Name / Last Name / DOB / Gender	One row per person. Each row needs a Passport No or First Name. DOB cannot be in the future.	Yes
Family Head / Allow Duplicate	Tick as needed.	No

S07 Import Booking (Standard CSV)

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Standard (.csv) File:	Standard format .csv or .txt.	Yes
Package: / Customer:	Choose both.	Yes
Booking Date:	Valid date.	Yes
Category: / IATA: / Approval Date:	Optional.	No
Custom Sale / Custom Cost + amounts	Tick to type your own Adult, Child and Infant amounts.	No
Hotel 1: ... Hotel 3: / Expected Departure Date:	Optional.	No
Send SMS: / Allow Duplicate:	Tick boxes.	No

S08 Nusuk Import to Booking

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Import Type:	Nusuk or Standard.	Yes
File:	.xlsx .xlsm .csv .txt up to 5 MB.	Yes
Package:	Choose the package.	Yes
Booking Date:	Valid date.	Yes
Category: / IATA: / Group No. / Group Name / Approval Date:	Optional.	No
Sale Amount / Cost Amount (Adult, Child, Infant)	Numbers, default 0. Cannot be negative.	No
Customer: (to create a booking)	Choose before **Create Bookings**.	Yes
Booking: (to add PAX)	Choose before **Add PAX to Booking**.	Yes

S09 Import PAX into Booking

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Standard (.csv) File:	.csv .txt .xlsx up to 5 MB.	Yes
Add to Booking:	Booking number that receives the people.	Yes

S12 Voucher

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Manual/Service No:	Your reference.	No
Customized Name on Voucher:	Name printed on the voucher.	No
Family Head / Bed / PNR / Visa Number	Per mutamer.	No
Self Accommodation	Tick when guests arrange their own hotel.	No
Hotel n: (tick) + hotel	When a row is ticked the hotel must be chosen.	Yes
Room Type / Sharing Type / Qty	Qty 0 to 100.	No
Checkin / Nights / Checkout	Checkin and Nights are required for a ticked hotel row. Nights 1 to 300.	Yes
View Type / Meal Plan / Excl Night. / Hotel Note / Confirm NR	Defaults: No View, R/O.	No
Flight, No, FROM, TO, Date, ETD, ETA (Depart. details Return)	Flight details.	No
Transporter / Travel Date / Transport Route / Transport Type	Per transport line.	No
Ziarat Makkah / Madina + Date	Tick and set date.	No
WhatsApp No: / Notes:	Optional text.	No
Save Mode:	Draft or Approved.	Yes

S14 Accounts Update (Booking Approve)

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Custom Sale	Ticked = manual price. Unticked = backend rate.	No
Adult Price: / Childs Price: / Infants Price:	Visa price per type.	No
Custom Exchange Rate / Exchange Rate:	Ticked = your rate. Unticked = backend rate.	No
Custom Exchange Rate / Exchange Rate Hotel:	Same rule for hotels.	No
Exclude Ticket	Leaves the ticket out of the total.	No
Approval Discount: / Hotel Discount: / Group Discount:	Amounts, zero or more.	No
Booking Adjustments (+/-):	Plus or minus amount.	No
Custom Room Price / Custom Transport Price	Per hotel or transport block. Ticked = manual.	No
Booking Status: / Voucher Status:	Draft/Final/Void and Pending/Draft/Approved/Void.	Yes
Booking Lock / Voucher Lock / Rate Lock	Locks. Handle with care.	No

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Notes:	Free text.	No
Total Approval Amount:, Total Hotel:, Gross Sale:, Net Charges:, Balance: ...	Calculated. Read only.	Auto

SECTION 5

5 After you save: find, edit, print

TASK	HOW
Find a booking	Umrah → Booking → **Umrah Booking List**. Filters: Booking No, Customer, Branch, Booking date from, Booking date to, Booking status, Group No, Group Name, Manual No, Booking type, Records. Click Search. Reset clears the filters.
Find a voucher	Umrah → Voucher → **Umrah Voucher List**. Filters include Voucher No, Customer, Voucher status, Group Name, Family Head, Package, Visa Company, Makkah Hotel, Madinah Hotel, dates.
Columns in the booking list	Booking No, Booking Date, Booking Type, PAX, Booking Status, Voucher Status, Group No, Group Name, Customer, Visa Company, Manual No.
Edit the booking	Action → **Edit**. Opens the booking. Change what you need and click Save.
Voucher	Action → **Create Voucher** (first time) or **Print Voucher** (after).
Prices and status	Action → **Accounts Update**.
Reports on one booking	Action → **Invoice (Sale)** or **Profit/Loss**.

⚠ **WARNING**
A **locked** booking cannot be edited. The page says *This booking is locked. Unlock it in Accounts Update before editing.* The IATA may also be locked: *Unlock it in Update IATA before changing it.*

TIP
Edit opens in a new browser tab. Close the tab when you finish and click Search again to refresh the list.

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.

New Umrah Booking

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
Please select a Customer.	Choose a customer in **Customer:** and save again.
Please enter a valid Booking Date.	Type or pick a real date in **Booking Date:**.
Add mutamers, or tick Short Booking and enter the Adults / Childs / Infants.	Add at least one mutamer, or use Short Booking with numbers.
Please enter at least the Passport or the First Name.	Fill **Passport:** or **First Name:** in the mutamer panel.
Please select the Gender.	Choose Male or Female.
Passport ... is already added to this booking.	The same passport is in the list. Edit that row instead.
Passport ... is entered more than once in this booking.	Remove the repeated row and save.
Every mutamer needs a Passport No or First Name.	One row is empty. Fill it or remove it.
Booking Number ... already exists.	Leave **Booking Number:** empty to get the next number.
Allowed file extensions: .jpg, .jpeg, .gif, .png	Choose a picture in one of these formats.
Maximum file size: 1 MB.	Make the picture smaller and choose it again.
You are not allowed to save bookings as Final; save as Draft.	The word Final is the status you chose. Choose **Draft** in **Booking Status:** or ask for the right.
The selected Customer was not found.	Reload the page and choose the customer again.
Booking ... is locked. Unlock it in Accounts Update before editing.	Ask a user with the right to clear **Booking Lock** / **Voucher Lock**.
The IATA of booking ... is locked. Unlock it in Update IATA before changing it.	Use Update IATA or leave IATA unchanged.
Session expired. / Your session has expired. Please log in again.	Sign in again. Save again after login.

Quick Booking and imports

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
Please select Customer! / Please enter Booking Date! / Please select Package!	Quick Booking needs all three. Fill them and save.
Row 1: enter a Passport No or First Name.	Row number shows which row. Fill it or delete it.
Row ...: DOB is not a valid date. / DOB cannot be in the future.	Correct the date of birth.
Passport ... already exists in booking .... Tick Allow Duplicate to save it anyway.	Tick **Allow Duplicate** only if you really need it.
Please select a standard CSV file to import.	Choose the file first.
Invalid file format. Please upload a standard .csv or .txt file.	Use the Standard Format file.
Please select a Package. / Please select a Customer.	Import Booking needs both.
The uploaded file is empty. Please provide CSV rows to import.	Add rows to the file.
The file is larger than 5 MB.	Split the file into smaller files.
The Nusuk header row was not found. The sheet needs a Passport column and a Name column (for example Passport Number, First Name, Last Name).	Check the Excel file has the header row with these columns.
No mutamer rows were found below the header row.	Make sure people are listed under the header.
Please select the mutamers to book in the Status list.	Tick people in the **Status** list.
Some selected mutamers are already booked or were removed. The list was refreshed, please select again.	Select again from the refreshed list.
The selected mutamers were imported with different packages. Create one booking per package.	Create the bookings one package at a time.
Please enter the Booking No to add the PAX to.	Fill **Add to Booking:**.

Voucher

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
Please select at least one mutamer to create a voucher.	Tick at least one person.
A voucher has already been issued for this booking (status: ...).	Use **Print Voucher** or **Edit** instead of creating a new one.

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
Hotel ...: please select a hotel or untick the row.	Choose a hotel or untick that row.
Hotel ...: Checkin and Nights are required.	Fill **Checkin** and **Nights**.
Please choose a Save Mode (Draft or Approved).	Pick one in **Save Mode:**.
This booking is locked and cannot be changed.	Clear the lock in Accounts Update.
Customer ... is blocked: new bookings, vouchers and ticket invoices cannot be saved for this customer.	Ask your manager to review the customer.
You are not allowed to save hotel vouchers as Approved; save as Draft.	Save as Draft. A user with the right approves it.
You are not allowed to modify a final (Approved) hotel voucher.	Ask a user with the modify right.
This customer is not allowed Star vouchers (Allow Star Voucher is not ticked).	Untick Star Voucher or ask your administrator.
Warning: requested ... room(s) exceeds availability ... You can still save.	Check the hotel dates and rooms. You may still save.
Warning: the hotel is blocked on one or more of these nights.	Choose other dates or another hotel.

Approval and posting

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
... cannot be approved: customer ... requires an advance payment (Advance Required For Voucher) and no payment or receipt is recorded.	Record a payment or receipt for the customer, then approve again. The voucher goes back to Draft.
... cannot be approved: ... exceeds the credit limit ...	The customer balance plus this voucher is above the limit. Ask for a review.
Not posted to accounts: only Approved vouchers are posted (status ...).	Save the voucher as Approved.
Not posted to accounts: zero amount (Net Charges 0). Check the package hotel/visa/transport rates for these dates.	Ask your administrator to add the missing rates.
No visa rate for ...	The visa rate setup does not match this booking. The reason is listed after the message.
Not posted to accounts: the booking has no customer.	Add the customer to the booking.
Not posted to accounts: the booking is cancelled.	A cancelled booking is not posted.
No account found for ...	An account is missing in Chart of Accounts or Financial Settings. Tell your administrator.

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
Booking is locked: status, locks and notes were saved, amounts were not changed. Clear Booking Lock and Voucher Lock to edit amounts.	Untick the locks, click **Update Booking**, then edit amounts.
Nothing to save. / Booking accounts are not available for your account.	Reload the page or ask for access.

SECTION 7

7 Quick checklist

Before you start

- [ ] Customer, package, hotels and rates exist
- [ ] I am signed in and see the Umrah menu
- [ ] I have passports and dates ready

Booking

- [ ] Booking Number left empty
- [ ] Booking Date and Customer chosen
- [ ] Package, Category, IATA, VISA Status chosen
- [ ] Booking Status is correct (Draft if unsure)
- [ ] Group No and Group Name entered

Mutamers

- [ ] Passport or First Name and Gender for everyone
- [ ] Dates of birth checked (Adult / Child / Infant)
- [ ] Passport expiry dates checked
- [ ] Duplicate warnings understood
- [ ] Family Head is the right person

Save

- [ ] Clicked Save and saw *saved successfully*
- [ ] Booking number noted

Voucher

- [ ] Create Voucher from the booking list
- [ ] Hotels with Checkin and Nights
- [ ] Flights and transport filled
- [ ] Save Mode = Draft until checked

Pricing and approval

- [ ] Custom rate boxes: ticked only when I typed my own price
- [ ] Totals and Net Charges look right
- [ ] Voucher saved as Approved only when final
- [ ] Ledger posting message is positive

Print

- [ ] Voucher printed or saved as PDF
- [ ] Invoice (Sale) printed

Trainee name _____ Date _____ Trainer _____