

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020



**eTravel**  
**CRM 11**  
Enterprise Travel Solution

Umrah	Accounts	Reservation Kruki System	Ticketing
Public Dynamic Website	Passport Scanner	Passport Stickers	Task Tracking
Management APP	Dashboard Designer	Report Designer	Query Builder
Management APP	Agent Website Integration	Complaint System	KSA Staff APP

And many more modules and features

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## A. Introduction

eTravel CRM is an enterprise travel solution initially developed in 2010 for Alhuda International Travels, Islamabad. In the beginning its main focus was to address the challenges for timely arrival, departure and movements of pilgrims in KSA. Every passing year, new clients kept adding new modules and features. Now we provide IT services in almost all areas of Travel Field.

## B. System Architecture

The system is developed in latest Microsoft Technologies using C# Language, Windows Forms, ASP.net, JQuery and Microsoft SQL Server as back end database.

eTravel CRM has 3 different platform solutions

1. Online Web based System
2. Online Web + Desktop Software (Connected with Live Server)
3. Online Web+ Desktop Software (Connect with Local Server)

For disconnected working, a data synchronization utility take care of transferring data across live and local systems as illustrated in the picture below.



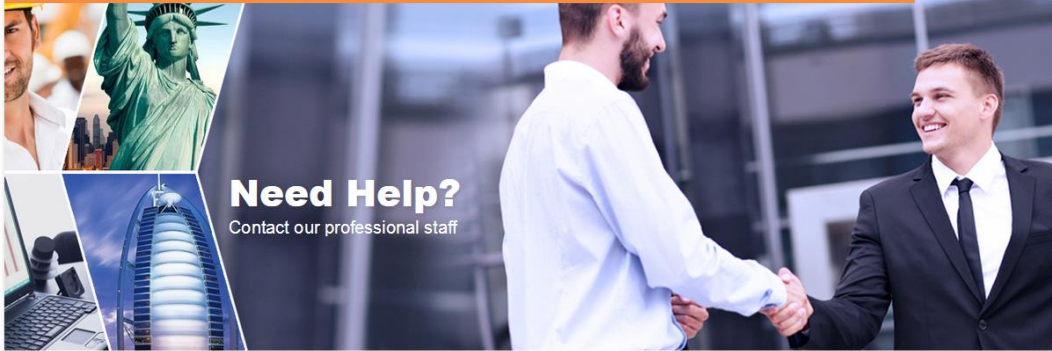
## **C. SYSTEM MODULES**

### **1. Company Website**

The company website is based on CMS (Content Management System). It will allow you to manage page/contents online. You will be able to add unlimited pages and its contents. The website will contain all necessary components as mentioned below:-

- a. Dynamic Content Management System
- b. Animated Slider to show featured / offers on home page in layer
- c. News/Blogs
- d. Google Maps Integration
- e. Google Analytics Integration
- f. Social Media Links Management
- g. Testimonials

Sample Design is given below:-



**Need Help?**  
Contact our professional staff

### Who We Are

We are IATA Accredited agent, member of Travel Agents Association of Pakistan and Karachi Chamber of Commerce & Industry (TAAP & KCCI) and also registered with Ministry of Religious Affairs, Islamabad. The Company has also contracted the services of various Hajj & Umrah companies at kingdom of Saudi Arabia and registered at Saudi Consulate Karachi.

[Read More](#)

### Our Services



#### Hajj & Umrah

Lorem ipsum dolor sit amet, consectetur adipiscing metus elit. Quisque rutrum pellentesque imperdiet.

[Read More >](#)



#### Tours and Transports

Lorem ipsum dolor sit amet, consectetur adipiscing metus elit. Quisque rutrum pellentesque imperdiet.

[Read More >](#)



#### Airline Tickets

Lorem ipsum dolor sit amet, consectetur adipiscing metus elit. Quisque rutrum pellentesque imperdiet.

[Read More >](#)



#### Overseas Employment

Lorem ipsum dolor sit amet, consectetur adipiscing metus elit. Quisque rutrum pellentesque imperdiet.

[Read More >](#)

We're very happy to offer our service around the world...

All International and Domestic airline tickets are served with quality services!



### Latest News

**21** Hajj 2016-2015 Completed successfully

Alhamdulillah, Hajj is completed and thanks God, no complaint against us was raised. [read more >](#)

**11** Umrah to remain open all the year

The Saudi Ministry of Haj and Umrah plans to keep the Umrah season open throughout the year from next. [read more >](#)

### What Customer's Say

“ Your services are very good particularly visa processing. You always keep your customer up-to-date. ”

**Muhammad Sajid**  
Manager - Baleno Travels

### Get in Touch

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#### Latest News

Please wait...

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☎ Phone: 0092-41-2412041-3, 2645090

✉ Email: [info@balenotravels.com](mailto:info@balenotravels.com)

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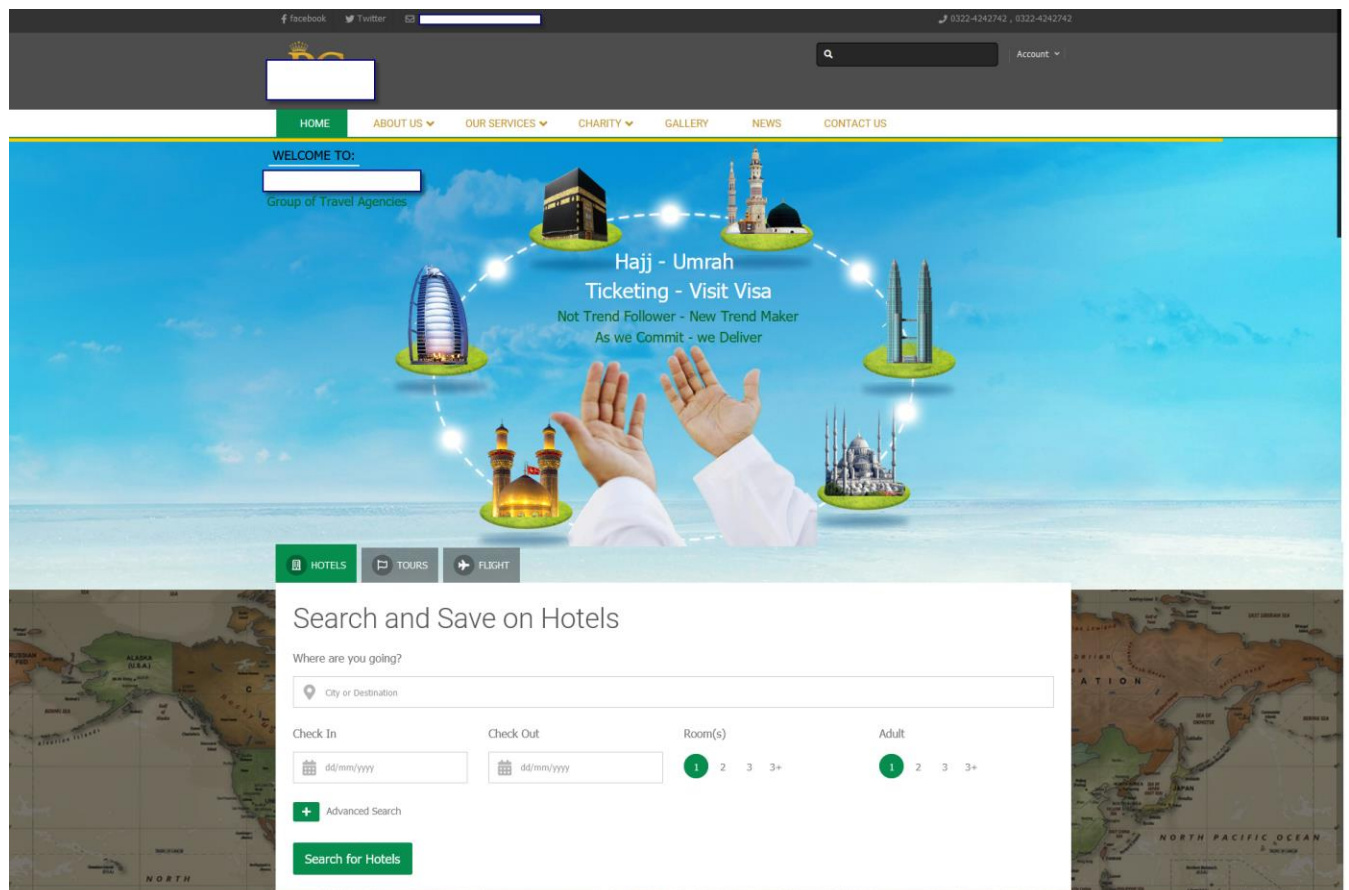


## Customized Design Services

We also offer customized web design services which additionally include

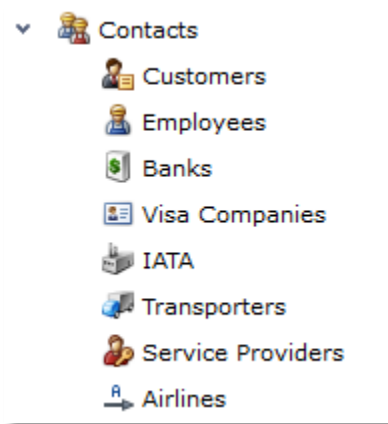
- h. Hotel Management Information / Picture Gallery and Booking Alerts
- i. Tour Management
- j. Team / Staff
- k. Live Chat Module
- l. Live Chat Mobile App

On sample design given below:-



## 2. CRM – Contact Relationship Management)

The system provides a single place to manage all your contacts. It include following contact types:-



- a) **Customers:** This contact type is to maintain list of your customers/Agents for accounts receivable. You can create their Login IDS and set their privileges in the system. You can create their Umrah and Ticketing accounts. The customer agent can login, view his bookings, issue hotel voucher, and view his account ledgers. You can Sample Screen of Customer/Agent :

**Customer**  
Quick Search / Customer

	Category	Full Name	Type	Branch	City	Email	User Name	Account Code	SPO	Allow Ticket Reservation	Hide In Summary Report
	A	SYT-AB Syed Travel	Sale Agent	Karachi	GURAT	bilalaidersyed@hotmail.com	SYT	104020001		<input type="checkbox"/>	<input type="checkbox"/>
	A	KPT-KEHROR PACCA TRAVELS & TOURS	Sale Agent	Karachi	KEHROR PACCA	mianallahdeen@gmail.com	KPT	104020002		<input type="checkbox"/>	<input type="checkbox"/>
	A	ETT-AL EHSAN TRAVELS	Sale Agent	Karachi	LAHORE		ETT	104020003		<input type="checkbox"/>	<input type="checkbox"/>
	A	C/S-CASH SALE	Sale Agent	Karachi	KARACHI	agents@kmi.com.pk	C/S	104020004		<input type="checkbox"/>	<input type="checkbox"/>
	A	ZBT-ZADA TRAVELS (PVT) LTD	Sale Agent	Karachi	KARACHI	zadabrothers@hotmail.com	ZBT	104020006		<input type="checkbox"/>	<input type="checkbox"/>
	A	PVT-PEACE AVIATION TOURS	Sale Agent	Karachi	KARACHI		PVT	104020007		<input type="checkbox"/>	<input type="checkbox"/>
	A	KZN-KARWAN-E-ZAKRIA	Sale Agent	Karachi	MIAN WALLI	karwanzakria@gmail.com	KZN	104020008		<input type="checkbox"/>	<input type="checkbox"/>
	A	KSM-KARWAN-E-SADAAT-E-MADINAH	Sale Agent	Karachi	LAHORE		KSM	104020009		<input type="checkbox"/>	<input type="checkbox"/>
	A	KMT-KRAMAT-E-MADINAH TRAVELS	Sale Agent	Karachi	LAHORE		KMT	104020010		<input type="checkbox"/>	<input type="checkbox"/>
	A	AAA-ABDUL AHAD ATTARI	Sale Agent	Karachi	KARACHI		AAA	104020011		<input type="checkbox"/>	<input type="checkbox"/>
	A	BAJ-BASHIR AHMAD JUNEJO	Sale Agent	Karachi	KARACHI		BAJ	104020012		<input type="checkbox"/>	<input type="checkbox"/>
	A	TTS-TANVEER TRAVEL SECURE	Sale Agent	Karachi	MULTAN		TTS	104020013		<input type="checkbox"/>	<input type="checkbox"/>
	A	AWK-ABDUL WASAY KHAN	Sale Agent	Karachi	KARACHI		AWK	104020014		<input type="checkbox"/>	<input type="checkbox"/>
	A	TBT-THE BAWA TRAVEL	Sale Agent	Karachi	HYDERABAD	adadir_bwa@yahoo.com	TBT	104020015		<input type="checkbox"/>	<input type="checkbox"/>
	A	FTT-FLY TIME TRAVEL	Sale Agent	Karachi	KARACHI	flytime_travel@hotmail.com	FTT	104020016		<input type="checkbox"/>	<input type="checkbox"/>
	A	AHH-AL-HASSAN TRAVEL & TOURS	Sale Agent	Karachi	Multan	ahassantravelsandtours@yahoo.com	AHH	104020017		<input type="checkbox"/>	<input type="checkbox"/>
	A	ATH-ATHER TRAVEL & TOURS	Sale Agent	Karachi	Lodhran	atherali644@gmail.com	ATH	104020018		<input type="checkbox"/>	<input type="checkbox"/>
	A	SAU-SANA ULLAH	Sale Agent	Karachi	KARACHI		SAU	104020019		<input type="checkbox"/>	<input type="checkbox"/>
	A	PHT-PAK HIRA TRAVEL & TOURS	Sale Agent	Karachi	KARACHI		PHT	104020020		<input type="checkbox"/>	<input type="checkbox"/>
	A	MTT-MITRU TRAVEL & TOURS	Sale Agent	Karachi	MULTAN	mitrutravel1@gmail.com	MTT	104020021		<input type="checkbox"/>	<input type="checkbox"/>

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Customer Detail Screen is given below:-

Main Information		Financial Settings	
Full Name:*	KPT-KEHROR PACCA TRAVELS & TOURS	Umrah Receivable:	<input checked="" type="checkbox"/> Umrah Receivable Enabled
Type:*	Sale Agent		104920002-KPT-KEHROR PACCA TRAVELS & TOURS (Umrah)
Branch:*	Karachi	Ticketing Receivable:	<input checked="" type="checkbox"/> Ticketing Receivable Enabled
Category:	A		104110001-KPT-KEHROR PACCA TRAVELS & TOURS (Ticket)
Contact Information		Documents Receivable:	<input type="checkbox"/> Documents Receivable Enabled
Contact Person:	MIAN ALLAH DIN		N/A
Address Line 1:	U-PLAZA, KEHROR PACCA	Hajj Receivable:	<input type="checkbox"/> Hajj Receivable Enabled
Address Line 2:			N/A
City:	KEHROR PACCA	Credit Limit Hotel:	0
Country:*	Pakistan	Credit Limit Visa:	0
Mobile:	0300-6304929	Commission Service Provider:	N/A
Email:	mianallahdeen@gmail.com	SPO:	N/A
Alternate Email:		Login Settings	
Telephone:	0608-342929	User Name:*	KPT
Fax:			<input checked="" type="checkbox"/> Is Active <input type="checkbox"/> Blocked
			<input type="checkbox"/> Change Password On First Logon

Website Security | Documentation | Roles | Logo | Time Stamp

**Settings**

<input checked="" type="checkbox"/> Allow Draft Voucher	<input type="checkbox"/> Allow IATAChange
<input checked="" type="checkbox"/> Allow Final Voucher	<input type="checkbox"/> Allow Bus Limit
<input type="checkbox"/> Allow Star Voucher	<input type="checkbox"/> Allow Room Qty Change
<input type="checkbox"/> Readonly	<input type="checkbox"/> Allow Bed Change
<input type="checkbox"/> Allow Self	<input type="checkbox"/> Allow Mofa Upload
Voucher Hours Restriction: 48	<input type="checkbox"/> Allow Visa Update
<input type="checkbox"/> Auto Reservation	<input type="checkbox"/> Allow Customized Name
<input type="checkbox"/> Allow Booking Edit	<input type="checkbox"/> Allow Hotel Note
<input type="checkbox"/> Allow Logo and Name	<input type="checkbox"/> Allow Ticket Reservation

b) **Employees:** You will add all your staff in employee section. The KSA staff accounts will also be created in this contact type. Employee Screen is given below:-

Main Information		Security Settings		Picture	
Employee ID:		<input type="checkbox"/> Allow Final Booking		Picture:	Browse...
Full Name:*	Muhammad Rizwan Attari	<input type="checkbox"/> Allow Final Hotel Voucher			
Department:*	Booking	<input type="checkbox"/> Allow Final Ticket			
Branch:*	Karachi	<input type="checkbox"/> Allow Final Refund			
Position:*	Booking Officer	<input type="checkbox"/> Allow Final Service Voucher			
Currency:*	Pak Rupees	<input type="checkbox"/> Allow Final Payment Voucher			
		<input checked="" type="checkbox"/> Allow Final Receipt Voucher			
		<input checked="" type="checkbox"/> Allow Final JVoucher			
		<input type="checkbox"/> Allow Back Dated Fin Voucher Update			
		<input type="checkbox"/> View BB			
		<input type="checkbox"/> View BF			
Contact Information		Financial Settings			
Contact Person:	Muhammad Rizwan Attari	<input type="checkbox"/> Salary Payable Enabled			
Address Line 1:		Salary Payable:	N/A		
Address Line 2:		<input type="checkbox"/> Advance Against Salary Enabled			
City:		Advance Against Salary:	N/A		
Country:*	Pakistan	<input type="checkbox"/> Advance Against Expense Enabled			
Mobile:		Advance Against Expense:	N/A		
Telephone:		<input type="checkbox"/> EOBIEnabled			
Email:		EOBI:	N/A		
Alternate Email:		<input type="checkbox"/> Income Tax Enabled			
Fax:		Income Tax:	N/A		
		<input type="checkbox"/> Provident Fund Enabled			
		Provident Fund:	N/A		
Login Settings					
User Name:*	Rizwankhi				
	<input checked="" type="checkbox"/> Is Active				
	<input type="checkbox"/> Change Password On First Logon				

On Employee screen, you have Contact Roles area and Security Settings. Here you can assign different Roles to employees according to their department and privileges. See Contact roles Screen below:-





## Employee - Rizwankhi

[Quick Search](#) / [Customer](#) / [KPT](#) / [Employee](#) / Rizwankhi

Employee Information | More Details | **Contact Roles** | Qualification | Experience | Training / Certification | Disciplinary

Link | Unlink | Edit | Reset View Settings | Export to

Drag a column header here to group by that column

<input type="checkbox"/>	Name
<input type="checkbox"/>	Account Officer
<input type="checkbox"/>	Employee
<input type="checkbox"/>	Ticketing Officer

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Furthermore, you can control the different approval options of voucher and branch level security on security section of the employee screen. See screen capture below:-

### Security Settings

- Allow Final Booking
- Allow Final Hotel Voucher
- Allow Final Ticket
- Allow Final Refund
- Allow Final Service Voucher
- Allow Final Payment Voucher
- Allow Final Receipt Voucher
- Allow Final JVVoucher
- Allow Back Dated Fin Voucher Update
- View BB
- View BF

c) **Banks:** Allow you to create new Bank in system and Chart of Accounts

### Bank

[Customer](#) / [KPT](#) / [Employee](#) / [Rizwankhi](#) / Bank

<input type="checkbox"/>	Full Name	City	Email	Contact Person	Telephone	Account
<input type="checkbox"/>	HBLKMI001779002718-03			Imran	021-34911806	104260004:HBLKMI001779002718-03
<input type="checkbox"/>	PSA KMI TRAVEL 00177900759003	KARACHI		WAQAS	92333-3318108	510010006:PSA KMI TRAVEL 00177900759003
<input type="checkbox"/>	HBL KMI-001779002195-03	KARACHI		Imran	021-34911806	104260001:HBL KMI-001779002195-03
<input type="checkbox"/>	SAMBA BANK 2000544453	KARACHI		DANISH RIZWAN	021-35171972	104260007:SAMBA BANK 2000544453
<input type="checkbox"/>	UBL Karwan-e-Mushtaq Int (Hajj) 0002-5850750-8	KARACHI		ASAD		510010004:UBL Karwan-e-Mushtaq Int (Hajj) 0002-5850750-8
<input type="checkbox"/>	SMI TRAVEL 00177900760903	KARACHI		WAQAS	92333-3318108	510010007:SMI TRAVEL 00177900760903
<input type="checkbox"/>	HBL001779001484-03			Imran	34911806-7	104260003:HBL001779001484-03
<input type="checkbox"/>	SAMBA BANK-UMRAH 2000544046	KARACHI		DANISH RIZWAN		104260009:SAMBA BANK-UMRAH 2000544046
<input type="checkbox"/>	UBL-KMI TRAVEL & TOURS 000243727003	KARACHI	0332-3517155	FARHAN / CHOUDHARY KHALID	32252682	104260008:UBL-KMI TRAVEL & TOURS 000243727003
<input type="checkbox"/>	UBL Karwan-e-Mushtaq Int (Pvt) Ltd 0002-5855217-1	KARACHI		ASAD		510010005:UBL Karwan-e-Mushtaq Int (Pvt) Ltd 0002-5855217-1
<input type="checkbox"/>	HBL KMI TRAVEL001779006427-03	KARACHI		IMRAN		104260010:HBL KMI TRAVEL001779006427-03
<input type="checkbox"/>	UBL 0256-3710033-8	Karachi		Farhan / Choudhary khalid	32252682	104260002:UBL 0256-3710033-8
<input type="checkbox"/>	MCB 075858169100-3439	KARACHI		SHOAIB	021-34895050	104260006:MCB 075858169100-3439
<input type="checkbox"/>	SBL-121-20311-714-155234	KARACHI		SUMMIR BANK	32466509	104260005:SBL-121-20311-714-155234

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- d) **Visa Companies/Shirka:** This option allow you to define Visa Company and Shirka. Here you can also setup Visa Cost Rates, Visa Selling Rates, Logo and the KSA helpline text printed on Hotel Voucher.

**Visa Company - SALEM BIN SALEH AL-IS-HAQ AL SEERI UmraServiceEst.**  
 Employee / Rizwankhi / Bank / Visa Company / SALEM BIN SALEH AL-IS-HAQ AL S...

Main Information		Login Detail	
Full Name:**	SALEM BIN SALEH AL-IS-HAQ AL SEERI UmraServiceEst.	User Name:**	SALEM BIN SALEH AL-IS-HAQ AL SEERI UmraServiceEst.
SName:	SALEM BIN SALEH AL-IS-HAQ AL SEERI UmraServiceEst.	<input type="checkbox"/> Change Password On First Logon	
Mofa Site:	Unknown	<b>Settings</b>	
UO_CODE:	0	Submission Title:	SALEM BIN SALEH AL-IS-HAQ AL SEERI UmraServiceEst.
License No:		<b>Logo</b>	
Contact Person:	SALEH	Logo:	<input type="text"/> <input type="button" value="Browse..."/>
Address Line 1:	Makkah Al Mukarmah P.O. Box 24245	<input type="checkbox"/> Zero Rate	
Address Line 2:			
City:			
Country:**	KSA		
Mobile:			
Email:	umrah2030@gmail.com		
Telephone:	021-5322930		

Normal | Arial | (Font Size) | B | I | U |  |  |  |  | A

MAKKAH ANY ISSUE QWJAS: 0596033457  
 MADINAH ANY ISSUE DILBER ALI: 0580289159

You can specify Visa Cost and Visa Sale Rate on these screens:-

**Visa Rates**

### Group Sale Detail

Customer Type:	Sale Agent	Adult Price:*	676.00
Customer:	N/A	Child Price:*	676.00
Package:	ONLY VISA (B-B)	Infant Price:*	676.00
Effective Date:*	24/09/2010	Naqabah Adult :*	0.00
Cease Date:*	30/10/2019	Naqabah Child:*	0.00
Category:	Basic	Naqabah Infant:*	0.00
Group Size From:	1	Ground Services:	0.00
Group Size To:	100	Portal Charges:	0.00
		VAT:	0.00

- e) **IATA:** This is the area where you will define Pakistan IATA Company on which you have Umrah agreement with Saudi Shirka. This also allow you to create its cost/sale/pay accounts. See screen capture below:-

### Main Information

Full Name:\* KARWAN-E-MUSHTAQ INT AIR TRAVEL&TOURS(PVT)LTD LHE  
Registered Name: KARWAN-E-MUSHTAQ INT AIR TRAVEL&TOURS(PVT)LTD LHE  
SName:   
Visa Company:\* SALEM BIN SALEH AL-IS-HAQ AL SEERI UmraServiceEst.

### Financial Settings

Visa Approval Charges: 501060002:KARWAN-E-MUSHTAQ INT AIR TRAVEL&TOURS(PVT)LTD LHE (VCost)  
Accounts Payable: 311010002:KARWAN-E-MUSHTAQ INT AIR TRAVEL&TOURS(PVT)LTD LHE (VPay)  
Visa Sale: 401010002:KARWAN-E-MUSHTAQ INT AIR TRAVEL&TOURS(PVT)LTD LHE (VSale)  
Transport Cost: 501030002:KARWAN-E-MUSHTAQ INT AIR TRAVEL&TOURS(PVT)LTD LHE (TCost)  
Transport Payable: 311340002:KARWAN-E-MUSHTAQ INT AIR TRAVEL&TOURS(PVT)LTD LHE (TPay)  
Service Provider: N/A  
 Special Transport Rate

### Contact Information

Contact Person: GHULAM HUSSAIN  
Address Line 1: SHOP# 3 GUL-E-REHMAT BUILDING BABRI CHOWK (GURUMANDIR)  
Address Line 2:   
City: LAHORE  
Country:\* Pakistan  
Mobile:   
Email: info@kmi.com.pk  
Alternate Email:   
Telephone: 02132239777  
Fax:

### Login Detail

User Name:\* KARWAN-E-MUSHTAQ INT AIR TRAVEL&TOURS(PVT)LTD LHE  
 Is Active  
 Change Password On First Logon

### Other Settings

Submission ID: LHE  
Submission Title: KARWAN-E-MUSHTAQ INT AIR TRAVEL&TOURS(PVT)LTD LHE  
Tag Line:   
EA\_CODE: 0

**Important Note:** As IATA have account heads, it allow you to generate IATA wise ledgers for Visa Sale/Cost.

f) **Transporters:** This section allow you to define multiple transporter. It also allow you to setup private transport rates.

### Main Information

Full Name:\* UMRAH CAB TRANSPORT  
Contact Person: Muzamil  
Address Line 1: KSA Office: Qurban Down Street Qurban Town, Al-Madinh Al-Munawarah,KSA.  
Address Line 2: PAK Office: 17-10-B1, College Road, Akbar Chowk, Township, Lahore.  
City:   
Country:\* Pakistan  
Mobile: +92 321 9462533  
Email: umrahcab@hotmail.com, almuzamiltravel@hotmail.com  
Alternate Email:   
Telephone: +92 42 35145445  
Fax:

### Financial Settings

Sale Account: 401020003:UMRAH CAB TRANSPORT (Sale)  
Cost Account: 501020002:UMRAH CAB TRANSPORT (Cost)  
Payable Account: 311310002:UMRAH CAB TRANSPORT (Pay)

### Login Detail

User Name:\* UMRAH CAB TRANSPORT  
 Change Password On First Logon  
 Is Active

Transport Type	Transport Route	Effective Date	Cease Date	Cost	Price	IATA	Model
Bus	Mak-Jed	01/09/2019	22/10/2019	750.00	850.00		0
H1- Hundai	Jed-Med	23/10/2019	30/03/2020	650.00	700.00		0
Coaster	MH-MA	23/10/2019	30/03/2020	300.00	350.00		0
H1-Ace	Mak-Jed	23/10/2019	30/03/2020	300.00	350.00		0
H1- Hundai	MA-MH	23/10/2019	30/03/2020	160.00	210.00		0
Bus	M-M V/V J	23/10/2019	30/03/2020	1,000.00	1,050.00		0

g) **Service Providers / Suppliers:** This page will allow you to define your service providers, which could be someone who is providing you hotels, or ticketing, transport services or any other services. You can also give login access to service provider and they can view their Accounts payable ledgers. Service Provider setup screen is given below:-

**Service Provider**  
 Transporter / UMRAH CAB TRANSPORT / Crm Airline / FAISAL QURESHI / Service Provider

	Full Name	Sale Account	Cost Account	Payable Account
	MEDINAH HILTON TOWER	401100019:MEDINAH HILTON TOWER (Sale)	501110019:MEDINAH HILTON TOWER (Cost)	311080018:MEDINAH HILTON TOWER (Pay)
	STAR WORLD FLIGHT CENTER COMMISSION	401100062:STAR WORLD FLIGHT CENTER COMMISSION (Sale)	501110062:STAR WORLD FLIGHT CENTER COMMISSION (Cost)	311080063:STAR WORLD FLIGHT CENTER COMMISSION (Pay)
	SMK SYED IMRAN KMI	401100037:SMK SYED IMRAN KMI (Sale)	501110037:SMK SYED IMRAN KMI (Cost)	311080036:SMK SYED IMRAN KMI (Pay)
	PROVINCE SHAM*4	401100051:PROVINCE SHAM*4 (Sale)	501110051:PROVINCE SHAM*4 (Cost)	311080050:PROVINCE SHAM*4 (Pay)
	RAO TRAVELS AND TOURISM SERVICES	401100008:RAO TRAVELS AND TOURISM SERVICES (Sale)	501110008:RAO TRAVELS AND TOURISM SERVICES (Cost)	311080007:RAO TRAVELS AND TOURISM SERVICES (Pay)
	ABDULLAH (MED)	401100059:ABDULLAH (MED) (Sale)	501110059:ABDULLAH (MED) (Cost)	311080060:ABDULLAH (MED) (Pay)
	MEEZAB AIR TRAVEL	401100028:MEEZAB AIR TRAVEL (Sale)	501110028:MEEZAB AIR TRAVEL (Cost)	311080027:MEEZAB AIR TRAVEL (Pay)
	BC ALLIED BANK	401100016:BC ALLIED BANK (Sale)	501110016:BC ALLIED BANK (Cost)	311080015:BC ALLIED BANK (Pay)
	FAISAL QURESHI	401100052:FAISAL QURESHI (Sale)	501110052:FAISAL QURESHI (Cost)	311080051:FAISAL QURESHI (Pay)
	Johra Mansi 8	401100032:Johra Mansi 8 (Sale)	501110032:Johra Mansi 8 (Cost)	311080031:Johra Mansi 8 (Pay)
	WAHA MUKKARAM	401100010:WAHA MUKKARAM (Sale)	501110010:WAHA MUKKARAM (Cost)	311080009:WAHA MUKKARAM (Pay)
	NOOR E KAUSAR PVT LTD	401100061:NOOR E KAUSAR PVT LTD (Sale)	501110061:NOOR E KAUSAR PVT LTD (Cost)	311080062:NOOR E KAUSAR PVT LTD (Pay)
	PROTECTOR	401100017:PROTECTOR (Sale)	501110017:PROTECTOR (Cost)	311080016:PROTECTOR (Pay)
	SHAHID MAKKAH	401100043:SHAHID MAKKAH (Sale)	501110043:SHAHID MAKKAH (Cost)	311080042:SHAHID MAKKAH (Pay)
	HAFIZ MUHAMMAD IQBAL MADINAH	401100026:HAFIZ MUHAMMAD IQBAL MADINAH (Sale)	501110026:HAFIZ MUHAMMAD IQBAL MADINAH (Cost)	311080025:HAFIZ MUHAMMAD IQBAL MADINAH (Pay)
	KHURRAM MAKKAH	401100042:KHURRAM MAKKAH (Sale)	501110042:KHURRAM MAKKAH (Cost)	311080041:KHURRAM MAKKAH (Pay)
	JAVED SHAH MADINA	401100005:JAVED SHAH MADINA (Sale)	501110005:JAVED SHAH MADINA (Cost)	311080004:JAVED SHAH MADINA (Pay)
	Bilal Makkah	401100004:Bilal Makkah (Sale)	501110004:Bilal Makkah (Cost)	311080003:Bilal Makkah (Pay)
	HUMAIYON KHAN BALOCH	401100064:HUMAIYON KHAN BALOCH (Sale)	501110064:HUMAIYON KHAN BALOCH (Cost)	311080066:HUMAIYON KHAN BALOCH (Pay)
	R-VIP	401100022:R-VIP (Sale)	501110022:R-VIP (Cost)	311080021:R-VIP (Pay)
	BILAL KFA BNR	401100027:BILAL KFA BNR (Sale)	501110027:BILAL KFA BNR (Cost)	311080026:BILAL KFA BNR (Pay)

h) **Airlines:** Airlines section is used to define Airlines for Ticketing system

**CrM Airline**  
 IATA / KARWAN-E-MUSHTAQ INT AIR TRAVE... / Transporter / UMRAH CAB TRANSPORT / Crm Airline

	Code	Full Name	Airline WHPerC	Customer WHPerC	Sale Account
	005	MA-MEEZAB GROUP (XO-AIRLINE)	12.00	0.00	401050048:MA-MEEZAB GROUP (XO-AIRLINE) (Sale)
	065	SV-Saudi Arabian Airlines	12.00	0.00	401050012:SV-Saudi Arabian Airlines (Sale)
	125	BA-British Airways	12.00	0.00	401050001:BA-British Airways (Sale)
	786	ER-SERENE AIR	12.00	0.00	401050049:ER-SERENE AIR (Sale)
	BSP	BSP IATA	0.00	0.00	401050010:BSP IATA (Sale)
	214	PK-Pakistan International	0.00	0.00	401050011:PK-Pakistan International (Sale)
	157	QR-Qatar Airways	12.00	0.00	401050011:QR-Qatar Airways (Sale)
	084	PA-Airblue (PVT) Ltd	12.00	0.00	401050009:PA-Airblue (PVT) Ltd (Sale)
	910	WY-Oman Air (S.A.O.C)	12.00	0.00	401050013:WY-Oman Air (S.A.O.C) (Sale)
	607	EY-Etihad Airways	12.00	0.00	401050004:EY-Etihad Airways (Sale)
	217	TG-THAI AIRWAYS INTL.	12.00	0.00	401050044:THAI AIRWAYS INTL. (Sale)
	514	G9-Air Arabia	12.00	0.00	401050005:G9-Air Arabia (Sale)
	001	FD-FLY DUBAI WEB	12.00	0.00	401050050:FD-FLY DUBAI WEB (Sale)
	571	6S-SAUDI GULF AIRLINES	12.00	0.00	401050046:6S-SAUDI GULF AIRLINES (Sale)
	141	FZ-flydubai	12.00	0.00	401050003:FZ-flydubai (Sale)
	740	NL-Shaheen Air International	12.00	0.00	401050008:NL-Shaheen Air International (Sale)
	605	S1-SAUDI ARABIAN AIRLINES	12.00	0.00	401050047:S1-SAUDI ARABIAN AIRLINES (Sale)
	176	EK-Emirates	12.00	0.00	401050002:EK-Emirates (Sale)
	603	UL-SRILANKAN AIRLINES	12.00	0.00	401050045:UL-SRILANKAN AIRLINES (Sale)
	229	KU-Kuwait Airways	12.00	0.00	401050007:KU-Kuwait Airways (Sale)

Page 1 of 2 (21 items) 1 2

**3. ACCOUNT SYSTEM**

CRM offers double entry account system with following features:-

a) **Chart of Accounts:** The chart of accounts has 4 levels (Header → Master → Control → Detail )

## Chart of Accounts

UHRAN CAB TRANSPORT / Ctm Airline / FAISAL QURESHI / Service Provider / Chart of Accounts

Account Code	Account Description	Account Level	Account Type	Account Nature
100000000	Assets	Header	NCA	Assets
101000000	Fixed Asset at cost less Acc. Depreciation	Master	NCA	Assets
101010000	Fixed Asset - Owned	Control	NCA	Assets
101010001	Land & Buildings	Detail	NCA	Assets
101010002	Furniture & Fixture - Owned	Detail	NCA	Assets
101010003	Electrical Equipment - Owned	Detail	NCA	Assets
101010004	Computer & Networking - Owned	Detail	NCA	Assets
101010005	Office Equipments	Detail	NCA	Assets
101010006	Vehicles - Owned	Detail	NCA	Assets
101010007	New Office Construction 2017	Detail	AP	Expenses
101010009	BAHRIA TOWN	Detail	NCA	Assets
101010010	BAHRIA SPORTS CITY	Detail	NCA	Assets
101010011	BAHRIA PARADISE	Detail	NCA	Assets
101010012	LAHORE H	Detail	NCA	Assets
101010013	Advance & Vendors	Detail	NCA	Assets
101010014	NEW CAR DRV	Detail	NCA	Assets
101010015	LAHORE OFFICE RENOVATION	Detail	NCA	Assets
101020000	Acc. Depreciation - Owned Assets	Control	DEP	Liabilities
101020001	Acc. Dep. - O - Land & Buildings	Detail	DEP	Liabilities

**Important Note:** In contact section, when you create any type of new contact like customer, employee, service provider, the system will automatically create Account Code and add into Chart of Accounts.

b). **Voucher Types:** The system include all important voucher types as mentioned below:-

- Cash Payment
- Cash Receipt
- Bank Payment
- Bank Receipt
- Journal Voucher

One sample Voucher Screen is given below:-

Search Criteria

<p>Voucher No: <input type="text" value="BR-3-100630"/></p> <p>Voucher Type: <input type="text" value="Bank Receipt"/></p> <p>Voucher Date: <input type="text" value="10/31/2020"/></p> <p>Department: <input type="text"/></p> <p>Voucher Description: <input type="text" value="REC.ONLINE PAYMENT FROM M/S KARIWANE QUTABE MADINA QOM A/G TICKETING"/></p> <p>Currency: <input type="text" value="Pak Rupees"/></p> <p>Voucher Status: <input type="text" value="Final"/></p>	<p>Branch: <input type="text" value="Karachi"/></p> <p>Booking: <input type="text"/></p> <p>Created By: <input type="text" value="Muhammad Rizwan Attari"/></p> <p>Created On: <input type="text" value="1/1/2001 12:00:00 AM"/></p> <p>Modified By: <input type="text" value="nadiakhi"/></p> <p>Modified On: <input type="text" value="11/23/2019 2:14:03 PM"/></p> <p>Verified By: <input type="text"/></p> <p>Verified On: <input type="text"/></p>
--	---

Transactions

Actions	Account	Category	Particulars	Invoice / Ref	Cheque	Debit	Credit	ExchangeRate
<input type="button" value="Q"/>	104110139KQM-KARWAN-E-QUTAB E MA...		REC.ONLINE PAYMENT FRO...		000000084/	0.00	50,000.00	43.00
<input type="button" value="Q"/>	104260001HBL KMI-001779002195-03		REC.ONLINE PAYMENT FRO...		000000084/	50,000.00	0.00	43.00

c). **Multi-Currency Support:** The system allow to save transaction in both currency (PKR, SAR) by specifying Exchange Rate. This allow you to take account ledger/reports in any currency.

d). **Multi Branch Support:** The system allow you to post transaction on different branches for same Account Head. This allow you to take ledger for All Branches or for a specific Branch.

d). **Day Book:** The system allow to view and print Day Book. Day Book also has feature of Branch filtering.

Receipts:		
REF	Account	Amount
BR-3-101651	KIS-KARWAHE-ISLAMI INTERNATIONAL (Umrah)	321,000
BR-3-101654	SRY-SARIYAH TRAVELS & TOURS (Umrah)	37,500
BR-3-101655	AHTB-AL-HUSSNAHI AIR EXPRESS TRAVEL(BHAWALIAGAR) (Umrah)	294,840
BR-3-101640	QJG-QARI GHULAM JILLANI (Umrah)	43,000
BR-3-101641	QJG-QARI GHULAM JILLANI (Umrah)	45,000
BR-3-101646	STT-SUKKAR TRAVEL & TOURS PVT LTD (Ticket)	1,000,000
BR-3-101648	SFD-AL-UHAD TRAVEL & TOURS (Umrah)	100,000
BR-3-101649	AYA-AYAT TRAVELS & TOURS (Umrah)	77,400
BR-3-101636	C75-SIA-SYED IDREES ASHRAF COUNTER SALES (Umrah)	92,000
		<b>2,010,740</b>

Cash In Bank :		
Code	Account	Amount
510010003	CHEQUES BOUNCES	0
104260010	HBL KMI TRAVEL001779006427-03	178,645
104260001	HBL KMI-001779002195-03	1,850,006
104260003	HBL001779001484-03	130,391
104260004	HBLKMI001779002718-03	787,760
104270002	KARWANIE MUSHTAQ KSA	1
104260006	MCB 075858169100-3439	21,403
104270001	MEHMOOD JEDDAH	0
510010006	PSA KMI TRAVEL 00177900759003	250,000
104260007	SAMBA BANK 2000544453	47,138
		<b>10,833,761</b>

Payments:		
REF	Account	Amount
BP-3-101683	AL SHARJIA COMPANY (Pay)	104,620
BP-3-101683	AL SHARJIA COMPANY (Pay)	20,924
BP-3-101642	DONATION AND CHARITY-PAKISTAN	3,300
BP-3-101642	DONATION AND CHARITY-PAKISTAN	1,100
BP-3-101644	RTGS Charges	334
BP-3-101644	SAMBA BANK-UMRAH 2000544046	2,500,000
BP-3-101590	PSA KMI TRAVEL 00177900759003	250,000
		<b>2,880,278</b>

Cash In Hand:		
Code	Account	Amount
104280001	Main Cash	0
104280002	Petty Cash	20,000
104280003	Main Cash (ISB)	0
104280004	Petty Cash (ISB)	0
104280008	CASH ON HAND CEO	678,150
104280009	CASH ON HAND GHULAM ALI	0
104290001	Main Cash Makkah	0
104290002	Main Cash Madinah	0
104290003	Main Cash Makkah - Hajj	0
104290004	Main Cash Madina - Hajj	0
		<b>743,150</b>

d). **Account Reports:** The account system has all necessary reports including:-

- Account Ledgers multi-currency and Branch wise
- Bank Book
- Cash Book
- Accounts Payable Summary
- Accounts Receivable Summary (Customer Balance Sheet)
- Daily Expenses Report
- Customer Balance Ageing
- Daily Sales
- Closing Trial
- Profit and Loss

**Note:** See Appendix Reports for all these reports formats

#### 4. UMRAH SYSTEM

CRM has rich set of features for Umrah Process. The admin first need to setup few important Before Umrah routine operation, the Administrator has features to setup Umrah

- Visa Company Setup (see Page No. 10 : Contacts → Visa Company)
- Visa Company Sale and Cost Rate Setup (see Page No. 10 : Contacts → Visa Company)
- Customer Type Setup

Rates in CRM are based on Customer Type. By Default we have 3 customer types: Sale Agent, Business Partner and Walking Customer. CRM allow you to define new customer types.

# Customer Type

Quick Search / Hotel / Customer Type

<input type="checkbox"/>		Type
<input type="checkbox"/>		Business Partner
<input type="checkbox"/>		Sale Agent
<input type="checkbox"/>		Walking Customer

Page 1 of 1 (3 items) < 1 >

- Hotel Setup**

CRM allow you to setup Hotels and it is well integrated with Account System. The system allow you to generate Hotel Sale/Cost/Pay ledgers.

Hotel - AL OLIYAN ROYAL OR SIMILAR  
Customer Type / Hotel / AL EIMAN ROYAL / AL EIMAN TAIBAH.4\* / AL OLIYAN ROYAL OR SIMILAR

[Save](#) [Save and Close](#) [Save and New](#) [Update Hotel Finance](#) [Cancel](#)

### Hrs Hotel

ID:\* AOR

Title:\* AL OLIYAN ROYAL OR SIMILAR

SName:

City: Makkah

Distance:\* 1500M

Category: Umrah

Hotel Type: Company

Hotel Star: Three star

Arabic Text:

Effective Date: 10/10/2019

Cease Date:

Hotel Cotacts:

### Financial Detail

Sale Account: 402010007:AL OLIYAN ROYAL OR SIMILAR (Sale)

Payable Account: 311320007:AL OLIYAN ROYAL OR SIMILAR (Pay)

Purchase Account: 501070007:AL OLIYAN ROYAL OR SIMILAR (Cost)

Purchase Account KSA: 502010004:AL OLIYAN ROYAL OR SIMILAR (KSA Purchase)

Service Provider: N/A

Payable Account KSA: 311020050:AL OLIYAN ROYAL OR SIMILAR (KSA Payable)

### Settings

Booking Allowed

Active \*

Disable For Customer \*

Full Room Charges

Voucher Only

Zero Rate

[Hotel Rates](#) [Hotel Cost](#) [Rooms](#) [Pictures](#) [Description](#) [Package](#) [Time Stamp](#) [Auto Reservation Settings](#) [Other Settings](#)

New	Delete	Edit	Reset View Settings	Export to	Effective Date	Cease Date	Customer Type	Customer	Sharing	Double Bed	Triple Bed	Quad Bed	Quint Bed	Six Bed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10/10/2019	30/03/2020	Sale Agent			18.00	40.00	27.00	20.00	18.00
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10/10/2019	31/03/2020		NEM-NISAR E MADINA TRAVEL & TOURS		18.00	40.00	27.00	20.00	18.00

Page 1 of 1 (2 items) < 1 > Page size: 20

**Important Feature:** The Hotel system also allow you to specify its Helpline Contact Person in KSA which will be printed on Hotel Voucher.

**Important Feature:** The system allow you to specify Effective and Cease Date. This will implement restriction on Hotel selection on Hotel Voucher.

**Important Feature:** The system also allow you to specify Effective and Cease Date. This will implement restriction on Hotel selection on Hotel Voucher.

- **Hotel Sale and Cost Rate Setup:** You can define Hotel Sale and Cost Rate from separately.



You can either define rates applicable on Customer Type, or you give a special rate to any selected Customer. Both options are available.

- **Package Setup:** Package setup screen given below along with its special features:

ID	Title	Distance	Active	Hotel Type	Booking Allowed	City	Zero Rate
ALB	ABER AL BAIT 2 OR SIMILAR	350M	<input checked="" type="checkbox"/>	Company	<input type="checkbox"/>	Makkah	<input type="checkbox"/>
AOR	AL OLIYAN ROYAL OR SIMILAR	1500M	<input checked="" type="checkbox"/>	Company	<input type="checkbox"/>	Makkah	<input type="checkbox"/>
AAZ	AMEDAT AL ZAHAB OR SIMILAR	450M	<input checked="" type="checkbox"/>	Company	<input type="checkbox"/>	Makkah	<input type="checkbox"/>
BRH	BARKA RAID HOTEL OR SIMILAR	700M	<input checked="" type="checkbox"/>	Company	<input type="checkbox"/>	Makkah	<input type="checkbox"/>
BE	BASMA EZAM OR SIMILAR	800M	<input checked="" type="checkbox"/>	Company	<input type="checkbox"/>	Makkah	<input type="checkbox"/>
BBM	BURJ BILAL MASHAD OR SIMILAR	800M	<input checked="" type="checkbox"/>	Company	<input type="checkbox"/>	Makkah	<input type="checkbox"/>
BS	BURJ SHARIA OR SIMILAR	2000M	<input checked="" type="checkbox"/>	Company	<input checked="" type="checkbox"/>	Makkah	<input type="checkbox"/>
DAK	DAR AL EIMAN KHALIL	550 METER	<input checked="" type="checkbox"/>	Company	<input type="checkbox"/>	Makkah	<input type="checkbox"/>
DAM	DAR AL MISFALAH OR SIMILAR	400M	<input checked="" type="checkbox"/>	Company	<input type="checkbox"/>	Makkah	<input type="checkbox"/>



You can specify no. of Makkah and Madinah nights for 14, 21 and 28 days package. This will restrict user to enter allowed nights only.



You can also make a package specific to selected customers only.

- **Discount Setup**  
CRM allow to define discounts on Approval, Hotel and Ticketing. Further you can define the discount on Customer Type and also on selected Customers.



**Trv Discounts**

Customer Type:

Customer:

Package:

Effective Date:\*

Cease Date:\*

**VISA (Adult)**      **Hotel Discount**      **Ticket Discount**

Amount:

OR Percentage (%):

**Hotel Discount**

For All Hotels

Amount:

OR Percentage (%):

**Ticket Discount**

Amount:

OR Percentage (%):

**Visa (Child)**

Amount:

OR Percentage (%):

**Visa (Infant)**

Amount:

OR Percentage (%):

## Umrah Booking

CRM allows you to add Pilgrim Details (Umrah Booking) in following four (4) ways:

1. Passport Scanner/Bar Code Reader: The system supports all OCR (MRZ) Scanners.



2. Import Shirka / Visa Company Excel (.csv) file. Supported websites are:

- Bab-ul-Umrah
- Way to Umrah
- E-Umrah
- Tawaf

3. Import from Standard Excel (.csv) file

**Import Booking**

---

**Data**

Website:

Package:

Category:

Umrah Type:

File:

Customer:

SAT:

Update Relation:  Yes

Approval Date (In Case of Tawaf):

Hakukh Hotel:

Hakukh Hotel:

Expected Departure Date:

Send SMS:  Yes

Allow Duplicate:  Yes

4. Manual Entry

**Booking Information**

Booking Number: UB-101257	Group No: 580282
Booking Date: 1/7/2020	Group Name: KMH-AHT-00425-Pax03
Customer: AHT AL EHSAN TRAVEL&TOURS	Booking Status: Final
Category: Basic	IATA: KARWAN-E-MUSHTAQ
Room Type: Sharing	Visa Company: Sharia Est. For Umrah Services
Package: ONLY VISA	VISA Status: Mofa Received
Hotel 1: Makkah; MAKKAH PRIVATE OV Nights 1: 6	SPG: <input type="text"/>
Hotel 2: Madinah; MEDINAH PRIVATE OV Nights 2: 4	<input type="checkbox"/> Short Booking
Hotel 3: Makkah; MAKKAH PRIVATE OV Nights 3: 6	Adults: 0    Childs: 0    Infants: 0
Approval Date: 1/7/2020	
Expected Departure: <input type="text"/>	
Confirmed Ticket: <input type="checkbox"/> Yes	

[+ Add Mutamers](#)

---

**Mutamer Details**

Actions	Passport#	First Name	Last Name	DOB	Passport Expiry	F.H.	Mehram Name	Dup?
	FJ1989722	HAFIZ	MUHAMMAD IRFAN	10/12/1989		<input checked="" type="checkbox"/>		<input type="checkbox"/>
	TQ1349661	SHAMEEM	AKHTAR	15/12/1988		<input type="checkbox"/>	HAFIZ IRFAN	<input type="checkbox"/>
	NK3113831	TANVEER	BIBI	16/07/1963		<input type="checkbox"/>		<input type="checkbox"/>

[Save](#)

## Mutamer Detail Information

**Mutamer Detail**

First Name: HAROON  Family Head

Family Name: UR RASHID

Gender: Male

DOB: 3/15/1975

Marital Status: Married

Title: Mr

Education: High School

Nationality: Albania

**Passport Information:**

Passport: DV9848582

Passport Type: Normal

Issue Date:

Expiry Date:

Duplicate:

Separate Bed:

**Group Information**

Approval Date:

Group No:

Group Name:

**Passport Scan**

Click here to browse files...

Allowed file extensions: .jpg, .jpeg, .gif, .png  
Maximum file size: 1 MB.

**Mutamer Photo**

Click here to browse files...

Allowed file extensions: .jpg, .jpeg, .gif, .png  
Maximum file size: 1 MB.



You can upload Mutamer Passport Scan and Mutamer Photo.

## Booking Invoice

CRM has detailed invoice for Booking including Approval, Accommodation, Transport, Other services. Please see the format below:-



# Meezab Group

SF 6, Hill View Arcade, 5 Davis Road, Lahore

UAN # 111-111-114

## Umrah Invoice

VERIFIED

### PES- KHIM Pak Eastern Travels & tours(Umrah) /

Booking : UB-105360 / Custom

Booking Date : 03/12/19 / Voucher Date: 04/12/19

Family Head : BEHRAM KHAN

Visa			
Adult	Child	Infant	Total
Qty: 2	0	0	2
Rate: 550	550	425	1,100

Accommodation								
Hotel Name	Checkin	Checkout	Nights	Room			Net Amount	
				Type	Qty	Rate		
Tharawat Al Andlusiya / Similar	09/12/19	14/12/19	5	Sharing	1	41	410	
Hotel Taiba Rose/ Ergwan Golden / similar	14/12/19	23/12/19	9	Sharing	1	23	414	
Tharawat Al Andlusiya / Similar	23/12/19	28/12/19	5	Sharing	1	41	410	
Total Accommodation:							19	1,234

Transportation						
Vehicle Type	Route	Rate	Qty	Adults	Childs	Net Amount
Economy By Bus	Ziarat (Madina)	12	1	2	0	24
Economy By Bus	Ziarat (Makkah)	12	1	2	0	24
Economy By Bus	Round Trip (Jed-Mak-Med-Mak-Jed)	0	1	2	0	0
Total Transportation:						48

Services							
Service Name	Adult		Child		Infant		Net Amount
	Rate	Qty	Rate	Qty	Rate	Qty	
	0	0	0	0	0	0	0
Total Services:							0

Pilgrims Detail						
Passport No	Mutamer Name	Approval	Ticket	DOB	PAX	Bed
QV3114021	SAWAI BIBI	550		31/12/39	Adult	True
SW4144461	BEHRAM KHAN	550		15/08/83	Adult	True

**Booking Note:** 25 SR discount by T.B sb in MOFA at 03/01/2020

Total Pax: 2

**Voucher Note:** GROUP KU (09-DEC - 28-DEC) 35 PAX

Gross Amount: 2,382

Total Adjustments: 50

crmmeezab.com

Net Amount: **2,332**

PRINTED BY

VERIFIED BY

Receipts:

Balance: **2,332**



System allow you to receive and adjust the payment against a single booking Invoice.



CRM has 3 types of locking at booking level (IATA Lock, Rate Lock and Full Booking Lock)

## Quick Booking (For Agent)

CRM has a short booking page and access is given to Agents to feed their group information. On this short booking page, system does not Agent not related to him like IATA/Visa Company, etc.

New Quick Booking Search VR / Passport / Mutamer

### Booking Information

Booking Number:	<input type="text"/>	Hotel 1:	Makkah; Abeer Al Jumyazah	Nights 1:	10
Booking Date:	11/2/2020	Hotel 2:	Makkah; Daire Al- Majd	Nights 2:	2
Customer:	41HFS- GRW HAFIZ & SIDDIQUI TRAVELS	Hotel 3:	Makkah; Dar Khall Rushd	Nights 3:	3
Manual Booking No:	<input type="text"/>	Expected Departure:	<input type="text"/>		
Package:	Custom				
Room Type:	Double Bed				

### Mutamer Details

<input type="checkbox"/>	Passport No	Expiry Date	First Name	Last Name	DOB	Gender	F.Head	Relation	Mehram Name	Allow Dup...
<input type="checkbox"/>	D120409	12/12/2024	Raza	Ali	12/10/1980	Male	<input checked="" type="checkbox"/>	Self		<input type="checkbox"/> Delete

## IATA /Group Information Update

CRM has a feature to quickly update IATA and group information of a single booking quickly. This save the time when you have work load and huge data processing. System ask either booking No, or Passport No.

### Search Criteria

Booking Number:

OR

Passport:

### Booking Details

Booking Number:	UB-101254	Group No:	578274
Date:	07 Jan 2020	Group Name:	Km1 Kes Pax 02-Omar
Customer:	KES-KARWAN-E-SAG-E-ATTAR TRAVEL	IATA:	KARWAN-E-MUSHTAQ INTL AIR TRAVEL & <input type="checkbox"/> IATA Lock
Package:	ONLY VISA	Approval Date Date:	1/7/2020
Family Head:	MUHAMMAD NAWAZ GHAZIANI	Visa Status:	Mufa Received
Total Pax:	2	Status:	Final

### Mutamer Details

<input type="checkbox"/>	Passport No	Mutamer Name	DOB	Gender
<input type="checkbox"/>	LP5753561	NEHA SALEEM	12/06/1992	Female
<input type="checkbox"/>	MS4143071	MUHAMMAD NAWAZ GHAZIANI	08/11/1985	Male



After you provide IATA and group information, you also have option to IATA Lock so that once IATA and Group information is setup, it never changed until admin unlock it again.

## VISA Update (Bulk/Multiple Bookings)

CRM has a feature to update VISA Status and Visa details of multiple booking at once. This help staff to save their time.

### Search Criteria

Passport No:

Booking No:

Group Name:

Customer:

IATA:

Voucher No:

Current Visa Status:

Change Visa Status To:

### Mutamer List

Passport No	Mutamer Name	Booking	Group Name	IATA	Visa No	Visa Date	Current Visa Status	Change Status To:
MS4143071	MUHAMMAD NAWAZ GHAZIANI	UB-101254	Kmi Kes Pax 02-Omar	KARWAN-E-MUSHTAQ INTL AIR TRAVEL & TOURS (PVT) LTD	322323	01/11/2020	Mofa Received	Visa Stamped
LP5753561	NEHA SALEEM	UB-101254	Kmi Kes Pax 02-Omar	KARWAN-E-MUSHTAQ INTL AIR TRAVEL & TOURS (PVT) LTD	12321321321	01/11/2020	Mofa Received	Visa Stamped



This search screen allow you to search multiple bookings and specify which Visa Status you want to change. When booking results displayed, the requested status is already ready to be changed. This will reduce the no. of clicks to save the time.

## Hotel Voucher Search Options

CRM allow user to search Hotel Voucher with no. of fields and options. Pease see screen below to list of searchable fields for Vouchers:-

### Search Criteria

Voucher No:

Customer:

Group Name:

Package:

Halukah Hotel:

Madinah Hotel:

Status:

Records: 50 (Default)

Branch:

Visa Company:

Room Type:

Voucher Date From:

Voucher Date To:

Departure Date From:

Departure Date To:

Show only Without Booking

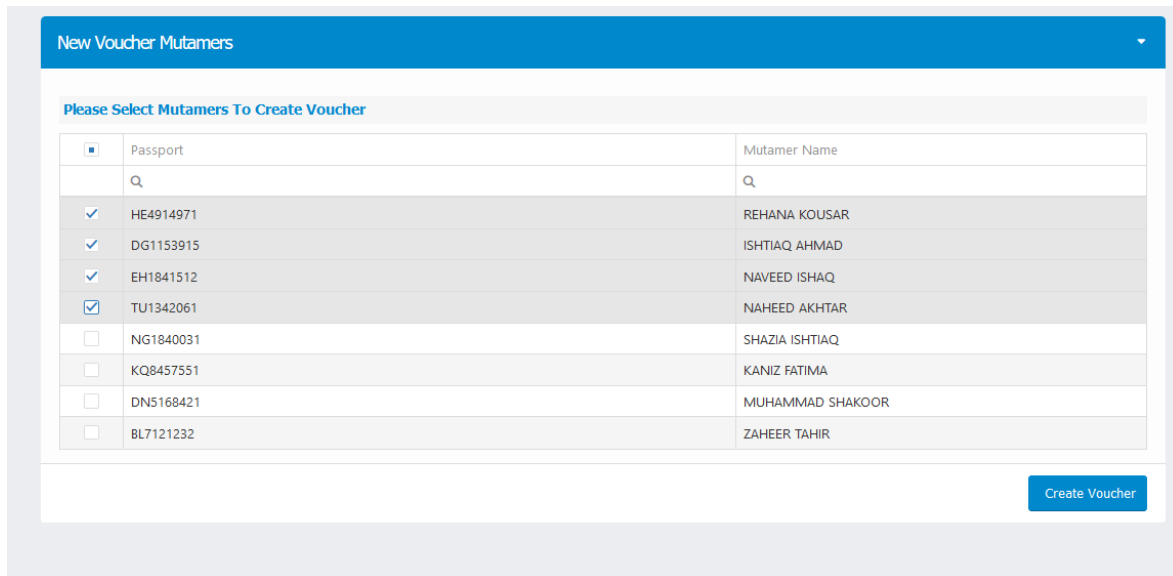
Family Head:



As CRM is multi branch system, the user can search vouchers Branch wise. Further if a user is not allowed to view other branch Voucher, this will be restricted.

## Auto Booking Split Option

When you create a Voucher from a Booking, system allow you to select mutamers from Booking. The Mutamers which are unselected, move automatically to new booking. This allow to manage a single family Invoice for easy Accounts management.



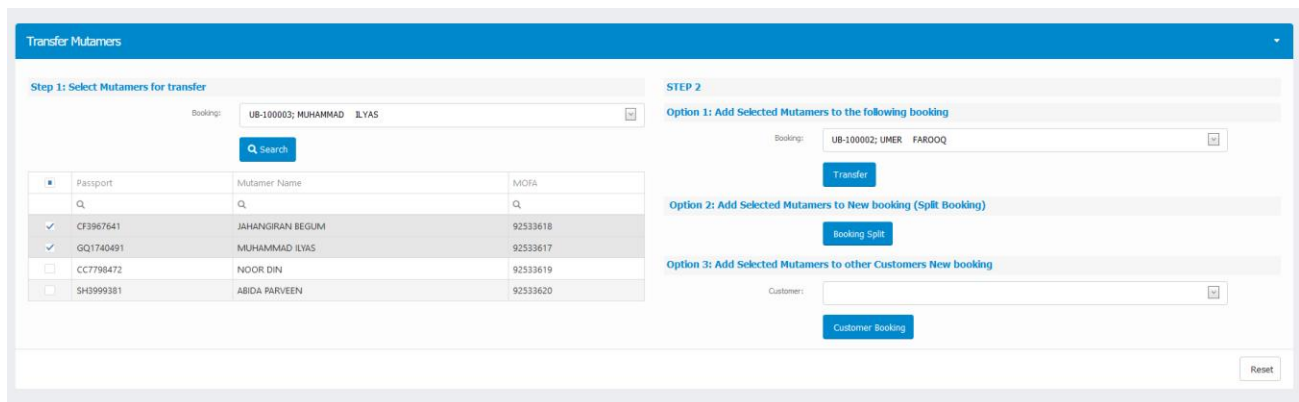
Passport	Mutamer Name	
<input type="checkbox"/>	Q	
<input checked="" type="checkbox"/>	HE4914971	REHANA KOUSAR
<input checked="" type="checkbox"/>	DG1153915	ISHTIAQ AHMAD
<input checked="" type="checkbox"/>	EH1841512	NAVEED ISHAQ
<input checked="" type="checkbox"/>	TU1342061	NAHEED AKHTAR
<input type="checkbox"/>	NG1840031	SHAZIA ISHTIAQ
<input type="checkbox"/>	KQ8457551	KANIZ FATIMA
<input type="checkbox"/>	DN5168421	MUHAMMAD SHAKOOR
<input type="checkbox"/>	BL7121232	ZAHEER TAHIR



When bookings are split, then system maintain its parent and child relationships. This allow you to display all linked bookings when you search any of them.

## Transfer Mutamer

CRM has flexibility in managing booking mutamers, you can transfer mutamers from one booking to other booking easily.



Passport	Mutamer Name	MOFA	
<input type="checkbox"/>	Q	Q	
<input checked="" type="checkbox"/>	CF3967641	JAHANGIRAN BEGUM	92533618
<input checked="" type="checkbox"/>	GQ1740491	MUHAMMAD ILYAS	92533617
<input type="checkbox"/>	CC7798472	NOOR DIN	92533619
<input type="checkbox"/>	SH3999381	ABIDA PARVEEN	92533620

Transfer Mutamer page provide you 3 options:-

- Transfer to other booking of same customer
- Transfer to new booking of same customer
- Transfer to new booking of other customer



3rd Option is useful when you have approval group received which contains mutamers of multiple customers. This will split the bookings to multiple bookings.

## NEW Hotel Voucher

New Hotel Voucher Screen is displayed after selected a booking.

### Voucher Detail

Booking No: UB-101256  
Date: 11/1/2020  
Manual No:  
Service No:  
Customized Name on Voucher:  
Customer: AHT AL EHSAN TRAVEL&TOURS

### Booking Detail

Package: ONLY VISA  
IATA: KARWAN-E-MUSHTAQ INTL AIR TRAVEL & TOURS (PVT) LTD  
Visa Company: Shara Est. For Umrah Services

### Mutamer Details

Passport No	Mutamer Name	DOB	PAX	Family Head	Bed	PNR	Visa Number
HE4914971	REHANA KOUSAR	1/1/1979	Adult	<input type="checkbox"/>	<input checked="" type="checkbox"/>	df32324	
DG1153915	ISHITIAQ AHMAD	5/26/1965	Adult	<input type="checkbox"/>	<input checked="" type="checkbox"/>	df3223432	
EH1841512	NAVEED ISHAQ	6/3/1991	Adult	<input type="checkbox"/>	<input checked="" type="checkbox"/>	df4943232	
TU1342061	NAHEED AKHTAR	1/1/1977	Adult	<input type="checkbox"/>	<input checked="" type="checkbox"/>	df243423	

Page 1 of 1 (4 Items) [1]

### Accommodation Details

Self Accommodation

Hotel 1: MAKKAH PRIVATE OV ( Hilton Suites Confirm No.232) BRN

Room Type: Sharing Qty: 1 Checkin: 10/11/2020 Nights: 5 Checkout: 15/11/2020 Confirm No: View Type: No View Meal Plan: R/O Exd Night:

Hotel 2: MEDINAH PRIVATE OV Hotel Note: BRN

Room Type: Sharing Qty: 1 Checkin: 15/11/2020 Nights: 5 Checkout: 20/11/2020 Confirm No: View Type: No View Meal Plan: R/O Exd Night:

### Flight Details

Departure	Flight	No	FROM	TO	Date	ETD	ETA
	PK	431	ISB	JED	10/11/2020	12:20	23:20
Return	PK	323	MED	ISB	20/11/2020	03:22	23:17

Note: Late Intimation Charges: 0-48 Hours (SR100/-). For Urgent vouchers or any query, please contact Representative Office.

### Transport Details

Company Transport Transport Route: Round Trip (Jed-Mak-Med-Mak-Jed) Transport Type: Economy By Bus BRN

Company Transport Transport Route: Transport Type: BRN

### Additional Information

Ziarat:  Makkah  Madina  
Notes: special care of Jagra Sahib  
Save Mode: Final  
Note: Draft Voucher will not be posted in Account Ledger and KSA will not be notified for arrival intimation.

## Hotel Voucher Features

- System allow to record two additional number Manual Number and Service Number
- You can Specify which PAX require Bed or Not. (This is related to accounts)
- You can specify additional Accommodation Notes against each hotel. This will be helpful to enter Self Hotel Names.
- You can also specify BRN of Hotels and Transports.
- View Type and Meal Plans are also supported.
- You can also enter a customized name on Hotel Voucher.
- Hotel Vouchers Status can be Draft and Final. Draft Vouchers are not posted into accounts, and also not displayed in Intimation Reports.

## ONLY Accommodation Voucher

If you do not have PAX detail information, or visa is outside, you can still create hotel voucher using the option Accommodation Voucher. You enter only PAX Count, and the system will manage its accounting and intimation reports automatically.

Voucher Detail

Voucher No:

Date:

Manual No:

IATA:

Customer:

Family Head:

Customized Name on Voucher:

Adults:  Chlds:  Infants:

Total Pax:  Beds:

---

Package:

Hotel 1:

Room Type	Qty	Checkin	Nights	Checkout	Confirm No	View Type	Meal Plan	Exd Night
Sharing	1	10/11/2020	5	15/11/2020		No View	R/O	<input type="checkbox"/>

Hotel 2:

Room Type	Qty	Checkin	Nights	Checkout	Confirm No	View Type	Meal Plan	Exd Night
Sharing	1	15/11/2020	5	20/11/2020		No View	R/O	<input type="checkbox"/>

**Flight Details**

Departure	Flight	No	FROM	TO	Date	ETD	ETA
	PK	431	ISB	JED	10/11/2020	12:20	23:20
Return	PK	323	MED	ISB	20/11/2020	03:22	23:17

Note: Late Intimation Charges: 0-48 Hours (SR100/-). For Urgent vouchers or any query, please contact Representative Office.

**Transport Details**

Transporter	Transport Route	Transport Type	BRN
<input checked="" type="checkbox"/> Company Transport	Round Trip (Jed-Mak-Med-Mak-Jed)	Economy By Bus	BRN
<input type="checkbox"/> Company Transport			BRN

**Additional Information**

Ziara:  Makkah  Madina

Notes:

Save Mode:

Note: Draft Voucher will not be posted in Account Ledger and KSA will not be notified for arrival intimation.

## Passport Delivery / Tracking

CRM Allow you to track and monitor the status of Passports. This can also be used in KSA for passport Tracking.

Passport Track

Search VR / Passport / Mutamer

Passport Status

Date:

Booking/Voucher:

Delivery Method:

Group Name:

Passport Status:

Reference Number:

Contact Number:

Passport:

UID:

ENC:

<input checked="" type="checkbox"/>	Passport	Mutamer Name	Booking	Group	Voucher
<input checked="" type="checkbox"/>	HE4914971	REHANA KOUSAR	UB-101256	Kmi-Alt-00422pax08	
<input checked="" type="checkbox"/>	DG1153915	ISHIAQ AHMAD	UB-101256	Kmi-Alt-00422pax08	
<input checked="" type="checkbox"/>	EH1841512	NAVEED ISHAQ	UB-101256	Kmi-Alt-00422pax08	
<input checked="" type="checkbox"/>	TU1342061	NAHEED AKHTAR	UB-101256	Kmi-Alt-00422pax08	



## Intimation Details (On Screen with Export)

The page Intimation Details allow you to quickly view arrival and departure on screen. It has more information about PAX and Vouchers. It has option to include all Hotels and both flights. This page is mostly used by Voucher and Accounts Verification Team to synchronize their data.

Intimation Details
Search VR / Passport / Customer

---

Data

Type:  Arrival (Pak-KSA)  Departure (KSA-Pak)

From Date:

To Date:

Visa Company:

Branch:

Include:  All Hotels  Both Flights

Show:  Voucher Wise  Pax Wise

Arrival On:  Departure Date  Voucher Date

Search Reset

---

Status

Udi Company	IATA	Voucher Number	Agent	Package	Passport No	Adults	Childs	Infants	Total Pax	Family Head	Ziarat
aria Est. For Umrah Services	KARWAN-E-MUSHTAQ INTL AIR TRAVEL & TOURS (PVT) LTD	UB-101101	ATT- AL KAWN TRAVEL	VISA+MAX+MED	DP9457752	5	0	0	5	MUHAMMAD NADEEM	
aria Est. For Umrah Services	KARWAN-E-MUSHTAQ INTL AIR TRAVEL & TOURS (PVT) LTD	UB-101104	DHT-DAIM AL HAZOORI TRAVELS	ONLY VISA	MK1071961	3	0	0	3	MUHAMMAD ABDULLAH	
aria Est. For Umrah Services	KARWAN-E-MUSHTAQ INTL AIR TRAVEL & TOURS (PVT) LTD	UB-101148	DOT-DESERT DUBAI TRAVEL & TOURS	ONLY VISA	AA4099693	6	1	0	7	MUHAMMAD HANZAH MUHAMMAD MOOSA GABA	

## KSA Intimation

For KSA Staff, CRM has complete menu 'KSA' to generate all type of intimation reports.

- Arrival Intimation
- Departure Intimation
- Makkah Check-in
- Makkah Checkout
- Madinah check-in
- Madinah Checkout

Search Criteria

Report Type:

Duration:  Today  Tomorrow  Custom

From Date:

To Date:

Hotel:

City:

Visa Company:

Customer:

Search Reset

---

Detail List


Actions	Voucher Number	Service No	Party	Origin	Package	Flight	Arrival Date	Arrival Time	Checkin	T	A	C	I	Makkah Hotel	Nights
<span style="background-color: #007bff; color: white; padding: 2px 5px; border-radius: 3px;">View</span>	UB-104622		BGT-BIN GHAZI TRAVEL	Jeddah	CUS				07/12/19	5	5	0	0	Nada Al Ferozia	7
<span style="background-color: #007bff; color: white; padding: 2px 5px; border-radius: 3px;">View</span>	UB-105234		STK-Satar-ul-Kaba (Pvt) Ltd(Umrah)	Jeddah	CUS	SV-801	7-DEC	11:45:00	07/12/19	6	6	0	0	Abeer Al Jumyazh	5
<span style="background-color: #007bff; color: white; padding: 2px 5px; border-radius: 3px;">View</span>	UB-105012		AKA-AI-Asmat Enterprises	Jeddah	CUS	GF-173	7-DEC	20:30:00	07/12/19	3	2	0	1	Rose Garden Hotel	5



CRM further has detail Flight, Time, Package and Shirka wise Categorized and formatted Intimation Reports described in Reports section.

### Auto JV (Booking Account Posting Review)

System has Auto JV feature for booking. This will help accounts team to quickly verify which account heads are posted against selected booking. You can also verify the balance of a booking via this feature. This will display posting in both currencies.



**eTravel CRM**  
Travel Solution  
051-8350214, 03455577675

**Auto JV - Booking**

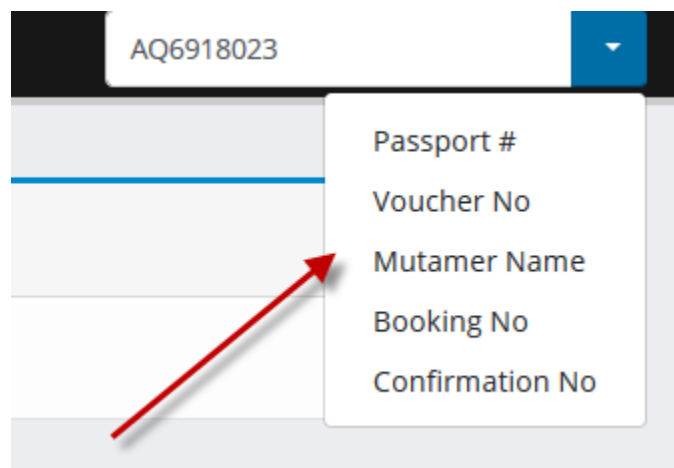
Transaction Number: **UB-101177**

Date	Account Title	Prefix	Debit	Credit	Debit PKR	Credit PKR
01/01/20	MANSI 8 (Cost)	HOTCOST				
01/01/20	MANSI 8 (Pay)	HOTPAY				
01/01/20	MANSI 8 (Sale)	HOTSALE		28		1,176
01/01/20	BURJ SHARIA OR SIMILAR (Cost)	HOTCOST	40		1,680	
01/01/20	BURJ SHARIA OR SIMILAR (Pay)	HOTPAY		40		1,680
01/01/20	BURJ SHARIA OR SIMILAR (Sale)	HOTSALE		48		2,016
01/01/20	SAU-SANA ULLAH (Umrah)	Booking	1,652		69,384	
01/01/20	KARWAN-E-MUSHTAQ INTL AIR TRAVEL & TOURS (PVT) LTD (VCost)	VCOST	1,032		43,344	
01/01/20	KARWAN-E-MUSHTAQ INTL AIR TRAVEL & TOURS (PVT) LTD (VSAle)	VISASALE		1,480		62,160
01/01/20	KARWAN-E-MUSHTAQ INTL AIR TRAVEL & TOURS (PVT) LTD (VPay)	VPAY		1,032		43,344
01/01/20	DYAFA AL BASHAYER OR SIMILAR (Cost)	HOTCOST	80		3,360	
01/01/20	DYAFA AL BASHAYER OR SIMILAR (Payable)	HOTPAY		80		3,360
01/01/20	DYAFA AL BASHAYER OR SIMILAR (Sale)	HOTSALE		96		4,032
<b>Total Amount:</b>			<b>2804.00</b>	<b>2804.00</b>	<b>117768.00</b>	<b>117768.00</b>

### Dashboard Search Option

CRM Dashboard has a quick search option by which you can not only search booking/Mutamer, but also display its tracking information.

On Dashboard right side, you have option for search as shown in the picture below:-



## Mutamer Status / Tracking

When a Mutamer is searched from dashboard, the system provide following detail information:-

- PAX Information
- Booking Information
- Documents
- Hotel Confirmation along with Room No.
- Hotel Current Status
- Passport current Status
- Option to view Hotel Voucher

See screen capture below for Search Results:-

Voucher No	Passport No	Mutamer Name	Status	Group Name	Booking No	Visa Company
UB-110618	AQ6918023	MUHAMMAD YOUSEF	1		UB-110618	Tharwat Al Mashaer

Hotel	Confirmation No	Room No	Checkin	Checkout	Status
Dura Meezab	1120951	M5	2/17/2020 4:00:00 PM	2/18/2020 2:00:00 PM	Checkedin
Dura Meezab	1120951	409	2/18/2020 4:00:00 PM	2/27/2020 2:00:00 PM	Checkedin
OS Nada Al Ferozia (Old Ferozia)	1122581	204	2/27/2020 4:00:00 PM	3/5/2020 2:00:00 PM	Checkedin
Dura Meezab	1123734	207	3/5/2020 4:00:00 PM	3/7/2020 4:00:00 PM	Checkedout
Dura Meezab	1123734	116	3/7/2020 4:00:00 PM	3/16/2020 2:00:00 PM	Checkedin

Mutamer	Action Date	Status	Method	Ref-No	Contact Details
MUHAMMAD YOUSEF	11/1/2020	With Client	Courier	TCS No.02092-323	0332-32324343

## Mutamer Documents

System allow you to add Mutamer important documents like Ticket / Visa / Passports, CNIC... which can be very useful in KSA when required.

**Documents**

**Document Details**

Document	Detail
	Ticket Ticket
	Passport Photo Passport No
	NIC Original National ID Card

**Add Document Scan**

Type:

Title:

File:

## Only Transport Voucher

CRM also has only Transport Voucher.

Transport Voucher
Search VR / Passport / Mutamer

### Voucher

Voucher No:

Voucher Date:

Travel Date:

Customer:

Service Provider:

PAX:

Voucher Status:

Notes:

### Transport

Transporter:

Transport Type:  Qty:

Transport Route:

BRN:

### Cost

Custom Cost:

Cost:

Net Cost:

### Price

Custom Price:

Price:

Net Price:

## 5. TICKET SYSTEM

CRM has Ticket Module to manage Ticket Sale and its Accounts.

### Ticket Sale Invoice

Ticket Invoice

Invoice No:

Invoice Date:

Customer:

Order Reference:

Note:

Invoice Status:

Post To:

Net Cost:

Net Sale:

Profit/Loss:

### Commission

Service Provider:

Custom Comission      Commission:

### Ticket Invoice Details

Actions	Ticket No	Passenger Name	Airline Payable	Customer Receivable
<input type="button" value="Print"/> <input type="button" value="Copy"/>	786-0000-001-590	IRFAN MUHAMMAD MR	30,364.02	31,800.00
			30364.016	31800



System allow to specify Ticket Commission to Staff or any other Contact.



One Click to generate all tickets for a Booking.

## Ticket Detail

### Ticket Invoice Details

<b>Ticket Information</b>	<b>Purchased From</b>
Issue Date: 1/2/2020	Service Provider:
XONumber:	Airline / BSP: ER-SERENE AIR
Ticket Number: 786-0000-001-590	
Ticket Airline: ER-SERENE AIR	
Flight No:	
Type: Domestic	
Sector: KHE-LYP-KHE---	
Category: Normal	
Route: Round Trip	
Departure Date: 1/2/2020	
Arrival Date: 1/1/0001	
Class: Economy	
PNR:	

<b>Passenger</b>
Mutamer:
Passenger Name: IRFAN MUHAMMAD MR
Passport No:
CNIC:
PAX: Adult

<b>Airline Payable</b>		
Basic Fare: 16318	Air Comm (%): 10	Air Comm Amount: 1631.8
SPAPT: 0	Air WH (%): 12	Air WH Amount: 195.82
RGCEDCVT: 0		Airline Payable: 30364.02
P8/Adv: 0		
Other Tax: 15482		
Airline Charges: 0		

<b>Customer Receivable</b>	
Charges: 0	Customer WH (Amount): 0
Customer WH (%): 0	Discount Amount: 0
Discount (%): 0	
Customer Receivable: 31800	

<b>Exchange Rate:</b>	<b>Profit/Loss</b>
Rate: 1	Profit/Loss: 1435.98

[Update](#) [Close](#)



System allow to integrate Umrah Booking Mutamer. This will give the feature to make one Invoice for Umrah and Ticketing.

## Ticket Refund

### Ticket Refund Details

#### Ticket

Refund No: RF-KHE-100075  
Refund Date: 12/23/2019  
Ticket: 786-0000-001-586  
Refund Status: Final

#### Ticket Information

Customer:   
XO Number:   
Ticket Airline:   
Type: Domestic  
Sector: KHE-LYP-KHE---  
Category: Normal  
Route: Round Trip  
Departure Date: 12/21/2019  
Class: Economy  
PNR: 4XTFGQ

#### Purchased From

Service Provider:

#### Passenger

Mutamer:   
Passenger Name: MUHAMMAD QASIM MR  
Passport No:   
ONIC:   
PAX: Adult

#### Airline Receivable

Basic Fare:	13209	Air Comm (%):	10	Air Comm Amount:	1320.9
SPAPT:	0	Air WH (%):	12	Air WH Amount:	158.51
RGCEDCVT:	0			Airline Receivable:	25197.61
Other Tax:	13151				
Airline Charges:	0				

#### Customer Payable

Customer WH (%):	0	Customer WH (Amount):	0
Discount (%):	0	Discount Amount:	930
Charges:	0	Customer Payable:	25430

#### Profit/Loss

Profit/Loss: -232.39

Save

## Ticket Reports

System include all necessary Ticket Reports including Airline Sales, Accounts Receivable Summary Tickets, Commission Report, GDS Segment Report, Ticket Sale Ledger, Ticket Refund Ledger, etc. Please see report Annexure for Report Formats.

## 6. GROUP TICKET RESERVATION

CRM has a module to allow its agent to reserve Ticket Groups.

### Ticket Group Setup

You can define Ticket Groups, its flight structure and

**Tik Group**

Group No:	TG-1-500004	Group Size:	20
Title:*	Saudi Air 01(LUG-06)	Total Reserved Seats:	0
Departure Date:*	09/10/2019	Available Seats:	20
Return Date:*	23/10/2019	Group Cost:	72,500.00
Group Purchase Date:	15/09/2019	Group Sale:	74,500.00
Ticket Issue Date:	15/10/2019	Group Sale Without Umrah:	0.00
Airline:*	SV-Saudi Arabian Airlines	Maximum Childs:	0
Service Provider:*	Tawaf Group (Ticketing Group)	Mother PNR:	
	<input type="checkbox"/> Enable For Customer	Mother PNR:	
On Hold Duration:	0	Flight Type:	Direct
<input checked="" type="checkbox"/> Active		From:*	LHE
		To:*	JED

Save Save and Close Save and New Cancel

Departure Sector	Departure Date	Departure Time	Arrival Sector	Arrival Date	Arrival Time
LHE	09/10/2019	11:05:00	JED	23/10/2019	14:05:00
JED	23/10/2019	02:15:00	LHE	23/10/2019	09:05:00

### Ticket Group Search

Agent can search Ticket group by different filters as shown in screen below:-

**Search Ticket Groups**

Ticket Airline: SV-Saudi Arabian Airlines

Departure FROM: TO:

Sector From: To: Flight Type: Any Total PAX: 1

Records: 50 (Default)

Search Reset

**Group List**

**Saudi Air-04(LUG-09)** Available **40** Seats

Sector: LHE - JED, JED - LHE  
Departure: 13/10/2019 11:05, 02/11/2019 02:15  
Arrival: 13/10/2019 14:05, 02/11/2019 08:45

+ VIEW DETAIL

**Sadui Air-06(LUG-11)** Available **20** Seats

Sector: LHE - JED, JED - LHE  
Departure: 13/10/2019 19:30, 03/11/2019 02:15  
Arrival: 27/10/2019 22:50, 03/11/2019 08:45

+ VIEW DETAIL

### Ticket Group Reservation

Agent can reserve a ticket group by providing necessary information as shown in screen below.

### Reservation Details

Customer: 41APNA-GRW APNA INTERNATIONAL TRAVELS & TOURS

Family Head: Babar Ali

Adults: 3      Childs: 2

Tickets Required: 5

Booking: UB-100046; Babar Ali

Notes: Please note down booking No. 100046

I Accept all the [Terms & Conditions](#)

[Register](#)

### Manage Ticket Group Reservation

Admin has feature to manage all Ticket Group Reservation. It can update its status based on payment status and availability. He can also extend Payment Time.

Search Criteria

Group No:

Reservation No:

PNR:

Reservation Status:

Customer:

Records:

Deperature Date From:

Deperature Date To:

Ticket Date From:

Ticket Date To:

[Search](#) [Reset](#)

---

Reservation List

	Group No	Reservation No	Reserved Seats	Customer	Family Head	Status
<a href="#">Edit</a>	TG-1-100058	TR-1-100028	28	MTR-Madni Togervi Travels & Tours(Umrah)	M.Asif	On Hold
<a href="#">Edit</a>	TG-3-100028	TR-15-100066	2	AAE-	abc	On Hold
<a href="#">Edit</a>	TG-3-100021	TR-3-100036	2	GHT-ASK Ghazani Travel & tours(Umrah)	ahemd/FARAZ	On Hold

### Ticket Group Reservation Dashboard

Staff and Customer has their dashboard for summary and quick actions.

Reservations Summary

Pending Requests ( 70 )

Ticket Completed ( 176 )

Ticket Cancelled ( 0 )

Ticket Accounts Summary

Ticket Status  
Invoices: 1925  
Amount: 121,412,213

Refunds  
Invoices: 0  
Amount: 0

OPENINGS	INVOICES	PAYMENTS	ADJUSTMENTS	BALANCE
13,000,049	121,412,213	73,887,675	1,059,893	61,584,480

Latest Ticket Groups

ISB GROUP 12NOV - 03DEC  
**12-NOV- PNR:GroupPNR**  
Reserve

.....

[Search More Groups](#)



## 7. VISIT VISA / OTHER SERVICES

CRM gives a feature to generate other services invoice like visit visa, purchase invoice etc.

The system update both accounts: Customer for Accounts Receivable and Service Provider for Accounts Payable.

This feature can be used for any type of Sale/Purchase entry. It is a short form.

The screenshot shows the 'Service Invoice' form. It includes fields for Invoice Date (12/21/2019), Invoice No (SV-3-100040), REF NO (ID # 64731112), Status (Final), and Description (VISA # 0228001). Below this, there are sections for 'Cost' and 'Price'. The 'Cost' section shows Service Provider (DISCOVERY HOLIDAYS UAE VISA), Cost (12100), Currency (Pak Rupees), and Rate (42). The 'Price' section shows Customer (RBA-RABIA SHAJIK KMI), Price (12500), Currency (Pak Rupees), and Rate (42). There are 'Update' and 'Close' buttons at the bottom right.

## 8. RESERVATION SYSTEM / Hotel Management

CRM has Reservation Module with rich features. It covers all areas of Hotel Management.

You can manage both type of hotels:-

- Company Hotel
- Private Hotel

System allow you to make hotel booking for two type of Pilgrims:-

- PAX with Hotel Vouchers generated from Pakistan
- Local Pilgrims

### Hotel Room Setup

System provide the option to define the Hotel Kruki / Room Structure.

The screenshot shows the 'Hrs Hotel' form with fields for ID, Title, SName, City, Distance, Category, Hotel Type, Hotel Star, Arabic Text, Effective Date, Cease Date, and Hotel Contacts. A 'Browse' button is next to the Arabic Text field. To the right is the 'Financial Detail' section with fields for Sale Account, Payable Account, Purchase Account, Purchase Account KSA, Service Provider, and Payable Account KSA. Below these is the 'Settings' section with checkboxes for Booking Allowed, Active, Disable For Customer, Full Room Charges, Voucher Only, and Zero Rate. At the bottom is a table with columns: Bed Name, Room No, Floor No, Beds, Active, Allow Customer, Effective Date, Cease Date, Service Provider, and Sharing. A red arrow points to the 'Rooms' tab in the navigation bar.

Bed Name	Room No	Floor No	Beds	Active	Allow Customer	Effective Date	Cease Date	Service Provider	Sharing
Six Bed	101		2	6	<input type="checkbox"/>	01/09/2019	30/07/2020		<input checked="" type="checkbox"/>
Quint	102		2	5	<input checked="" type="checkbox"/>	01/09/2019	30/07/2020		<input checked="" type="checkbox"/>
Six Bed	103		2	6	<input checked="" type="checkbox"/>	01/09/2019	30/07/2020		<input checked="" type="checkbox"/>
Six Bed	104		3	6	<input checked="" type="checkbox"/>	01/09/2019	30/07/2020		<input checked="" type="checkbox"/>
Six Bed	105		3	6	<input checked="" type="checkbox"/>	01/09/2019	30/07/2020		<input checked="" type="checkbox"/>
Sharing	106		3	8	<input checked="" type="checkbox"/>	01/09/2019	30/07/2020		<input checked="" type="checkbox"/>
Quint	107		3	5	<input checked="" type="checkbox"/>	01/09/2019	30/07/2020		<input type="checkbox"/>
Sharing	108		3	7	<input checked="" type="checkbox"/>	01/09/2019	30/07/2020		<input type="checkbox"/>
Sharing	109		4	7	<input checked="" type="checkbox"/>	01/09/2019	30/07/2020		<input type="checkbox"/>
Sharing	111		4	8	<input checked="" type="checkbox"/>	01/09/2019	30/07/2020		<input checked="" type="checkbox"/>
Six Bed	112		4	6	<input checked="" type="checkbox"/>	01/09/2019	30/07/2020		<input checked="" type="checkbox"/>



System allow to specify Effective and Cease Date for each room separately.

## Company Booking

System provide a page 'Company Booking' where room reservation is done in Company Booking and Private Hotels.

### a. Reservation in Company Hotels

For company hotels, system gives the room and beds available list and the user make the reservation in required room.

#### Booking Details

Booking/Voucher Number:

Customer:

Package:

PAX:

#### Room Details

Package:

Hotel:

Checkin:  16:00

Checkout:  14:00

Room No:

Room Type:

Today's Checkout:  Include

Unlock Notes:

Unlock Package:

#### Available Room List

	RoomNo	Beds	PaxT...	Availa...	Tentat...	Assign	CO.Today
<input type="button" value="q"/>	<input type="text" value="101"/>	<input type="text" value="50"/>	<input type="text" value="Both"/>	<input type="text" value="50"/>	<input type="text" value=""/>	<input type="text" value="6"/>	
<input type="button" value="q"/>	<input type="text" value="101"/>	<input type="text" value="4"/>	<input type="text" value="Both"/>	<input type="text" value="4"/>	<input type="text" value=""/>	<input type="text" value="4"/>	

Room No:

#### Reservation Detail

Checkin:  16:00

Checkout:  14:00

Sharing Type:

Extra Bed:

Checkout To:

Contact Number:

Passport Status:

Notes:

## Reservation Status

There are 4 Status of Reservations: Reserved – Checked-In - Checkout – Cancelled

### b. Reservation in Private Hotels

In the case if room is not available in the Company Hotels, then you can select Private Hotels, where you select hotel and enter Room No. manually. Further you can give Cost and Sale Price manually.

**Room Details**

Hotel:

Checkin:

Checkout:

Room No:

Charge Night:

Passport Status:

Purchase ID No:

Cost:

Unlock Room Type:

Room Type:

PAX (Beds Assgn):

Checkout Tax:

Contact Number:

Notes:

### Hotel Scheduler / Planner

CRM has advance Hotel Scheduler, which allow the Reservation staff to manage hotel utilizations more effectively. It show reservations in timeline along with allocated rooms. They can shift booking using drag and drop feature to make better space for new reservations.

**Hotel Scheduler**

Hotel:

View Type:  Tentative  Actual

Start Date:

End Date:

Show Deallocated bookings

Arrival from Pakistan  Airport Deapture  Other Sectors

Enable Drag & Drop

**ROOMS**

ROOMS	February 2018								March 2018																					
	18	19	20	21	22	23	24	25	26	27	28	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	
<input type="checkbox"/> 101 (4)																														
<input type="checkbox"/> 102 (10)																														
<input type="checkbox"/> 103 (6)																														
<input type="checkbox"/> 104 (8)																														
<input type="checkbox"/> 105 (4)																														
<input type="checkbox"/> 106 (5)																														
<input type="checkbox"/> 107 (4)																														
<input type="checkbox"/> 108 (2)																														
<input type="checkbox"/> 109 (4)																														
<input type="checkbox"/> 110 (3)																														
<input type="checkbox"/> 111 (4)																														
<input type="checkbox"/> 112 (4)																														
<input type="checkbox"/> 113 (4)																														

**Bookings**

#	Booking No	Confirm No	Mutamer Name	Passport No	RoomType	PAX	Beds	Checkin	Checkout	Room	Agent
No data to display											

Note: The system also allow to move active reservation from the room allocation to a temporary area.



## Hotel Checkin/Checkout

System allow to check-in or checkout via Confirmation No. or Voucher Number.

### Search Criteria

Confirm No:

OR

Voucher No:

### Booking Details

Confirmation ...	Voucher No	Hotel	Room No	Beds	Checkin	Checkout	Status
1101306	101269	OS Qaser Ghisham	303	2	17/10/2019	25/10/2019	Checkedin
1101306	101269	ZAYAFSA SATI 0/S	310	2	17/10/2019	18/10/2019	Checkedin

### Update Details

Action:

Passport Status:

Room No:

(For Checkin Only and if Room is changed)

Contact Number:

Serial No:

Notes:

### KSA Notes

**Important Note:** While Check system, the system allow you to enter Passport Status, and pilgrim Contact number in KSA.

**Important:** System also track the history of all checkin, checkout, transfer rooms and show them in KSA notes.

**Important Note:** System also allow multiple reservation Checkin and Checkouts in one go.

## Transfer Room Check-in/Check-out

System allow to transfer pilgrims from one Hotel/Room to another Hotel/Room.

### Reservations

Confirmation ...	Hotel	Room No	Beds	Checkin	Checkout	Status
1101315	OS Qaser Ghisham	304	4	17/10/2019 16:00	25/10/2019 14:00	Checkedin
1101315	ZAYAFSA SATI 0/S	304	4	17/10/2019 16:00	18/10/2019 14:00	Checkedin

### Transfer Detail

Hotel:

Room No:

Transfer Date:

Transfer Time:

Notes:

### KSA Notes

**Important Note:** If a reservation is checked-in and then transfer is performed, then system will perform an auto checkout from existing hotel/room and then auto checkin to next room. This will maintain the history of his previous hotel/room.

### Split Reservation

If we have a requirement such that after checked in, one or some pilgrims need to move from one room to another room, then we have Split Reservation page for this feature.

**Reservations**

Confirmation No.	Hotel	Room No	Beds	Checkin	Checkout	Status	
1101306	OS Qaser Ghisham	303	2	17/10/2019	25/10/2019	Checkedin	DeAllocate
1101306	ZAYAFSA SATI O/S	310	2	17/10/2019	18/10/2019	Checkedin	DeAllocate

**Transfer Detail**

Hotel:

Room No:

PAX:

Transfer Date:

Transfer Time:

Notes:

**KSA Notes**

Date	User	Notes
20/05/20 14:20	Muhammad Waseem	Company Bookingnull

### Cancel Reservation

The reservation can be cancelled using Booking No, or Confirmation No.

**Cancel Booking**

**Search Criteria**

**Reservations**

Confirmation No.	Hotel	Room No	Beds	Checkin	Checkout	Status	
1101306	OS Qaser Ghisham	303	2	17/10/2019 16:00	25/10/2019 14:00	Checkedin	
1101306	ZAYAFSA SATI O/S	310	2	17/10/2019 16:00	18/10/2019 14:00	Checkedin	

**Cancel Details**

Notes:

**KSA Notes**

Date	User	Notes
20/05/20 14:20	Muhammad Waseem	Company Bookingnull

### Pending Reservations

If the reservation is not setup as Auto Hotel Inventory update module, then a page 'Pending Reservations' will show all vouchers whose reservation is pending.

The system allow to filter these vouchers based on Package, Check-in Dates, Hotel, City, etc.

Once you have such voucher list, then you have option to start Room reservation process by clicking the button Book Now.

Pending Reservations Search VR / Passport / Mutamir

---

**Search Criteria**

Package:

Based On:

Start From:

End To:

Hotel City:

Hotel:

Include:  Reserved Vouchers

Status:

Records:

---

**Booking List**

Action	Agent	Voucher No	Booking Date	Family Head	Pax	Beds	Hotel	City	Room Type	Qty	Checkin	Checkout	ExtConfirm	Departure	DepartureTime	Arrival	ArrivalTime	Status	Branch
<input type="button" value="Book Now"/>	DFT	UB-111588	15/02/2020	USMAN KHADIM	2	2	Self Makkah	Makkah	Double Bed	1	17/02/2020	20/02/2020		17/02/2020	22:20	02/03/2020	12:10	Draft	LHE
<input type="button" value="Book Now"/>	DFT	UB-111588	15/02/2020	USMAN KHADIM	2	2	Self Medinah	Medinah	Double Bed	1	20/02/2020	25/02/2020		17/02/2020	22:20	02/03/2020	12:10	Draft	LHE

### Pending Private Requests

When staff do not find any room in Company Hotels, then he has option on Company booking page to request for arrangement of Private Hotel/Room against selected sector.

KSA staff then has a page to see all such request and process them as per requirement.

Pending Private Reservations Search VR / Passport / Mutamir

---

**Search Criteria**

Package:

Checkin From:

Checkin To:

Records:

---

**Booking List**

Action	Agent	Voucher No	Booking Date	Family Head	Pax	Beds	Hotel	City	Room Type	Qty	Checkin	Checkout	ExtConfirm	Departure	DepartureTime	Arrival	ArrivalTime	Status
<input type="button" value="Book Now"/>	FlyMust	UB-108598	14/01/2020	MUHAMMAD WAQAR IBRAHIM	2	2	Self Medinah	Medinah	Double Bed	1	04/02/2020	06/02/2020		28/01/2020	10:00	06/02/2020	13:00	Draft

### Local Sale in Hotels

If we have local pilgrims (whose hotel voucher does not exists in system) or KSA Customer, then we have a page 'Local Sale in Company Hotels' which will allow you to sell your Hotel Rooms.

This also allow you to generate Local Sale Invoice.

Local Booking

Search Criteria

KSA Customer: 41NA-GRW NAZI AIR TRAVELS PVT. LTD

Passport / Ref No: DF240293

Mutamer Name: Asif Ibrahim PAX: 3

[Next](#)

---

Find Room Criteria

Hotel: Sharbati/Smlar

Checkin: 08/11/2020 16:00

Checkout: 10/11/2020 14:00

Room Type: Triple Bed

Today's Checkout:  Include

Add To Confirmation No:

[Find Room](#)

---

Available Room List

RoomNo	Beds	PaxT...	Availa...	Assign	CheckoutToday
512	3	Both	3	3	
513	3	Both	3	3	
613	3	Both	3	3	
612	3	Both	3	3	

Reservation Detail

Checkin: 08/11/2020 16:00

Checkout: 10/11/2020 14:00

Sharing Type: Sharing

Extra Bed: 0

Rate Buys: 0 Rate Sell: 0

Nights To Charge: 2

Checkout To: Medinah


Contact Number: 0558544645

Notes: 12

[Reserve](#) [Checkin](#)

### Local Hotel Sale Invoice

CRM allow to print invoices for local sales.



**JOOD AL TAJ**

**Customer:** KZM-KARWAN-E-ZAIREEN MADINA

**Guest Name:** KZM-ATTA HUSSAIN GOPANG

**Passport No:** AG4005981

---

Confirmation No: **1100040**

**Hotel Invoice**

Issue Date: **21/02/20**

---

Room Type	Room No	Checkin	Checkout	Nights	Price	Beds/Pax	Total Price
Sharing	100	08/03/2020	16/03/2020	8	16.00	3	384
Sharing	100	22/02/2020	27/02/2020	5	16.00	3	240

**Remarks:** KMI MAKKAH (OWAIS:0596033457)

Net Price: 624

*Important : Any amount in excess of this order to be collected directly from guest.*

**Booking By:** WAJHA-KHI

**Print Date:** Sunday, November 8, 20

*Stamp and Signature*



## Reservation List

Reservation List page is the feature where you can list down all the reservations, review their details, check invoice, and make early or late check-in/checkouts.

You can Search a reservation with number of fields as shown below:-

The screenshot shows the 'Reservation List' interface. At the top, there is a search bar with the text 'Search Vn / Passport / Mutamer'. Below this is a 'Search Criteria' section with various input fields: Voucher No, Confirm No, Passport, Mutamer, Status (dropdown), Hotel (dropdown), Room No, Checkin Date From, Checkin Date To, Checkout Date From, Checkout Date To, and Records (set to 50 Default). There are 'Search' and 'Reset' buttons at the bottom right of the search criteria section.

Below the search criteria is a 'Bookings' section with a table of reservations. The table has columns for Hotel, Booking No, Confirm No, Room No, Beds, Mutamer, Checkin, Checkout, Cost, Price, and Status. The first row of data is:

Hotel	Booking No	Confirm No	Room No	Beds	Mutamer	Checkin	Checkout	Cost	Price	Status
DAR AL EIMAN KHALIL	REF: 72962	1100042	103	2	JRA- SIKANDAR SAEED	05/03/2020	08/03/2020	130	70	Reserved

A detail page allow you to make necessary amendments and view its history.

The screenshot shows the 'Reservation Details' page. It has tabs for 'Booking Detail', 'Audit Log', 'Room Details', and 'KSA Notes'. The 'Booking Detail' tab is active, showing various fields for reservation information:

- Voucher No: AG4005981
- Confirmation No: 1100040
- Customer: KZM-KARWAN-E-ZAIREEN MADINA
- Service Provider: SAFR-E-IBADAT TRAVEL
- Hotel: JOOD AL TAJ
- Room No: 100
- Mutamer: KZM-ATTA HUSSAIN GOPANG
- Passport: AG4005981
- KSA Arrival: [empty]
- KSA Departure: [empty]
- Notes: KMI MAKKAH (OWAIS:0596033457)
- Status: Reserved
- Checkin: 08/03/2020, 16:00
- Checkout: 16/03/2020, 14:00
- Checkout City: Medinah
- Sharing Type: Sharing
- Beds: 3, Extra: 0
- Cost: 15, Price: 16
- Contact No: null
- Exchange Rate: 42

There are 'Update' and 'Close' buttons at the bottom right.

## Reservation History

System also log the history of a reservation. It can be viewed form Reservation List page.

The screenshot shows the 'Reservation History' page, which is a sub-section of the 'Reservation Details' page. It has tabs for 'Booking Detail', 'Audit Log', 'Room Details', and 'KSA Notes'. The 'Audit Log' tab is active, showing a table of reservation history:

Date	User	Notes
21/02/2020 14:21	WAJIHA-KHI	Updated on Reservation List:
21/02/2020 14:21	WAJIHA-KHI	Updated on Reservation List: Beds(50/3)
21/02/2020 14:22	WAJIHA-KHI	Updated on Reservation List: Checkout(2/20/2020 2:00:00 PM/3/20/2020 2:00:00 PM)

## Auto Reservation Method

CRM also allow to utilize the feature of Auto Hotel Inventory Update linked with Booking or Hotel voucher Creation.

In this case, you do not need to allocate a room for each sector of Hotel Voucher. Infact the system will auto update its inventory based on the hotel and room type selected on the booking or hotel voucher. You can define how much over occupancy is allowed, or how many rooms or beds must be restricted/remain vacant.

**Hotel - Al Kiswah Tower**  
Quick Search / Hotel / Al Kiswah Tower

Save Save and Close Save and New Update Hotel Finance Cancel

**Hrs Hotel**

ID:\* KIWT  
Title:\* Al Kiswah Tower  
SName:  
City: Makkah  
Distance:\* 900-950M  
Category: Umrah  
Hotel Type: Company  
Hotel Star: Normal  
Arabic Text:   
Effective Date: 01/09/2019  
Cease Date: 30/09/2019  
Hotel Cotacts:

**Financial Detail**

Sale Account: 402010103:Kiswah Tower (Sale)  
Payable Account: 311320155:Kiswah Tower (Pay)  
Purchase Account: 501070154:Kiswah Tower (Cost)  
Purchase Account KSA: 502010099:Kiswah Tower (KSA Purchase)  
Service Provider: N/A  
Payable Account KSA: 311020100:Kiswah Tower (KSA Payable)

**Settings**

Booking Allowed  Full Room Charges  
 Active \*  Voucher Only  
 Disable For Customer \*  Zero Rate

**Auto Reservation Settings**

Exclude Auto Reservation

Add 2 Beds:	2
Add 3 Beds:	2
Add 4 Beds:	2
Add 5 Beds:	2
Add 6 Beds:	2
Add Sharing:	0

Save Save and Close Save and New Update Hotel Finance Cancel

Above, under Auto Reservation Settings, you can specify Positive and Negative both values which indicates that if you specify positive value, then you can do over occupancy and if you specify negative value then you can block hotel when a certain figure reaches.

At the time of Booking/Voucher creation, the system calculate confirmation no. based on allowed

## Hotel Bed Occupancy

Dashboard

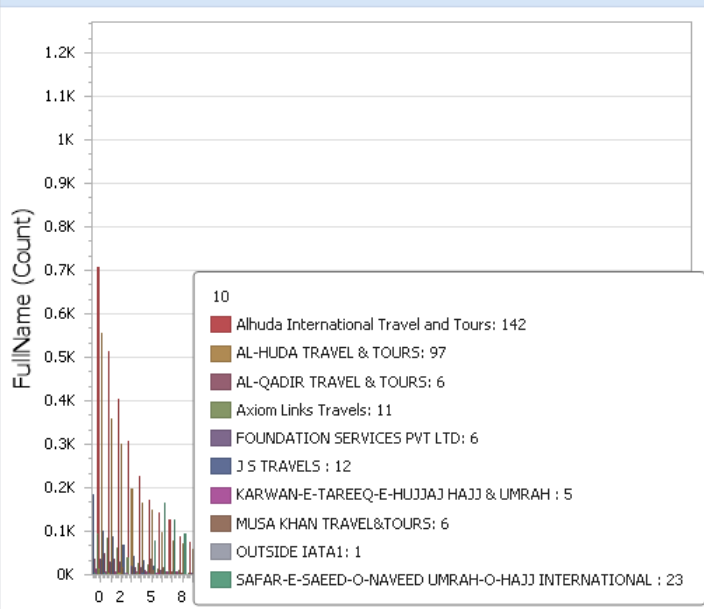
Grid 1

Booking...	FamilyHead	FullName
UM-02-...	MUHAMMAD IRFAN SHARIF MUHAMMAD ...	ATS - ADIL AIR TRAVEL
UM-02-...	MUHAMMAD WARIS MUHAMMAD DIN	SIT - S.I TRAVEL
UM-02-...	MUHAMMAD BABER ZAHID MEHMOOD	SIT - S.I TRAVEL
UM-02-...	HAYAT KHAN MIR MUHAMMAD	AAT - AL AHAD TRAVEL & TOURS
UM-02-...	ASHIQ HUSSAIN MUHAMMAD RAMZAN	AAT - AL AHAD TRAVEL & TOURS
UM-02-...	NAJMA PARVEEN NAHEED AHMED	AHS - DAR UL HUDA TRAVEL & TOURS
UM-02-...	SAKINA BIBI MUHAMMAD BOOTA	AHS - DAR UL HUDA TRAVEL & TOURS
UM-02-...	MUHAMMAD MUSHTAQ SIRAJ DIN	SIT - S.I TRAVEL
UM-02-...	NADEEM ARIF	AHS - DAR UL HUDA TRAVEL & TOURS

Pivot 1

	0		1	
	TotalPAX (Sum)	Infants (Sum)	TotalPAX (Sum)	Infants (Sum)
(outside iata)	31	0		
Alhuda Internati...	32.5K	434		
AL-HUDA TRAV...	25K	412		
AL-QADIR TRAV...	1.79K	28		
Axiom Links Tra...	3.15K	32		
FOUNDATION S...	1.28K	20		
J S TRAVELS	3.95K	53		

Chart 1



Report: Hotel Status (All Bed Types)

Period: 26-SEP-2016 To 10-OCT-2016

SNO	Hotel Name	City	T.R.	T.B.	26-SEP		27-SEP		28-SEP		29-SEP		30-SEP		01-OCT		02-OCT	
					R	B	R	B	R	B	R	B	R	B	R	B	R	B
					MON	TUE	TUE	TUE	TUE	TUE	TUE	TUE						
1	ADWA NAEEM HOTEL	Makkah	15	64	15	64	15	64	15	64	14	63	14	63	14	63	14	63
2	KARAM AL SAEED	Madina	36	168	36	168	36	168	36	168	36	168	36	168	36	168	36	168
Total:					51	232	51	232	51	232	51	232	50	231	50	231	50	231

Report: Arrival Intimation

Period: 30-APR-2017

S	OFF	VR	MutamerName	PPTNO	Pax	DATE	ETD	ETA	Package	Ziarat	H.MAK	H.MED	TRP
<b>SV-889 (ISB-JED) - 30-APR 01:45 - (2)</b>													
1	STA	27826	ABDUL	AJ9150102	A	30-APR	00:15	01:45	19 GREN/S		DMM	hawali-khateeb	Full
2	STA	27826	RUKHSANA	AP3098522	A	30-APR	00:15	01:45	19 GREN/S		DMM	hawali-khateeb	Full
<b>NL-701 (MUX-MED) - 30-APR 02:00 - (8)</b>													
1	WHK	28364	AKBAR	RJ1815511	A	30-APR	00:00	02:00	19 OWHT/S		EVA/ADW/SN	hawali-khateeb	Full
2	WHK	28364	REHANA	QJ1348351	A	30-APR	00:00	02:00	19 OWHT/S		EVA/ADW/SN	hawali-khateeb	Full
3	WHK	28364	RIASAT	NK1811391	A	30-APR	00:00	02:00	19 OWHT/S		EVA/ADW/SN	hawali-khateeb	Full
4	WHK	28364	MUHAMMAD	TW1338961	A	30-APR	00:00	02:00	19 OWHT/S		EVA/ADW/SN	hawali-khateeb	Full
5	WHK	28364	MUHAMMAD	EU0768311	A	30-APR	00:00	02:00	19 OWHT/S		EVA/ADW/SN	hawali-khateeb	Full
6	WHK	28364	AMNA	NL3101881	A	30-APR	00:00	02:00	19 OWHT/S		EVA/ADW/SN	hawali-khateeb	Full
7	WHK	28364	BARKAT	TV1813501	A	30-APR	00:00	02:00	19 OWHT/S		EVA/ADW/SN	hawali-khateeb	Full
8	WHK	28364	SURAYYA	VE3095641	A	30-APR	00:00	02:00	19 OWHT/S		EVA/ADW/SN	hawali-khateeb	Full

<b>Report:</b>	<b>KSA In-Out Summary</b>		
<b>Period:</b>	<b>30-APR-2017 To 06-MAY-2017</b>		
<b>Package:</b>	<b>All</b>		
<b>Visa Company:</b>	<b>All</b>		
<b>Date</b>	<b>Arrival</b>	<b>Departure</b>	<b>In KSA</b>
Upto 4/29/2017	67140	59379	7761
4/30/2017	358	405	7,714
5/1/2017	279	438	7,555
<b>Total:</b>	<b>67,777</b>	<b>60,222</b>	<b>7,555</b>

<b>Report:</b>	<b>KSA Summary Package Wise</b>		
<b>Date:</b>	<b>29-APR-2017</b>		
<b>Package</b>	<b>In Makkah</b>	<b>In Madinah</b>	<b>In KSA</b>
AH BLUE	392	359	751
AH BLUE PLUS	21	49	70
AH GRAY	1,462	908	2,370
AH GREEN	855	770	1,625
AH OFFWHITE	468	458	926
AH ORANGE	16	8	24
AH PINK	1,262	989	2,251
AH WHITE	89	71	160
AL-QADIR PINK	83	51	134
GRAY1	68	70	138
OFF WHITE-1	73	62	135
STAR	272	357	629
<b>Total Pax:</b>	<b>5061</b>	<b>4152</b>	<b>9213</b>

**Agent Ledger Detail**

Period: 01-OCT-2015 To 29-APR-2017

**BOOKING INVOICES**

Customer:	ZIT-ZEEMAL TRAVEL & TOURS	Voucher:	HV-2-50004	F.Head	ABDUL RASHEED			
Booking No:	UM-2-50007	Package:	15/SILVER PLUS	Adults	Childs	Infants	Total	
Booking Date:	23/10/2016	Room Type:	Sharing	6	0	0	6	

S.NO	UID	Mutamer Name	PPT #	BED	PAX	VISA	Visa Amt	Rpt Fee	FRC	Tik Amt	Htl Amt	Total	
1	38500130	ABDUL RASHEED	DN9845202	Yes	Adult	Visa Stamped	10,500			64,000	10,082	84,582	
2	38500126	NASIR IQBAL	DV1157802	Yes	Adult	Visa Stamped	10,500			64,000	10,082	84,582	
3	38500128	SAJJAD AHMAD	YG1160691	Yes	Adult	Visa Stamped	10,500			64,000	10,082	84,582	
4	38500131	MALIK YAWAR	AX5970093	Yes	Adult	Visa Stamped	10,500			64,000	10,082	84,582	
5	38500127	KOUSAR MEHMOOD	ES0166041	Yes	Adult	Visa Stamped	10,500			64,000	10,082	84,582	
6	38500129	MUHAMMAD FAROOQ	DR0766681	Yes	Adult	Visa Stamped	10,500			64,000	10,082	84,582	
Note							Total:	63,000		384,000	60,492	507,492	
										Adjustment:			
										Net Total:			507,492

**Report: Arrival Flight Schedule**

**Date: 31-MAY-2017**

SNO	PAX	Flight	From	To	Time
1	4	EY-313	AUH	JED	03:45
2	5	PA-872	MUX	JED	04:00
3	23	NL-715	SKT	JED	04:30
4	6	PA-872	MUX	JED	04:40
5	3	SV-889	ISB	JED	06:45
6	4	PA-170	KHI	JED	07:00
7	33	PA-270	ISB	JED	07:50
8	5	NL-751	KHI	JED	08:00
9	2	EY-333	AUH	JED	10:00
10	6	EY-0333	AUH	JED	10:00
11	1	SV-703	KHI	JED	10:50
12	4	NL-705	ISB	MED	11:30
13	1	WY-0677	MCT	MED	11:40
14	28	PK-745	SKT	JED	11:50
15	4	GF-171	BAH	JED	12:30
16	4	SV-801	MUX	IFD	14:00