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**Introduction**

The following information shall serve as an introduction for Food Provider Users to fully comprehend the essence of the e-track electronic system to better serve the international Haj pilgrims. We want to highlight that this guide has been written for the end users of Food provider and other stake holders to fully understand their workflow and steps to carry out their daily tasks towards the end goal of serving the international Haj pilgrims. A careful review of this guide shall serve to minimize unwanted communication between the service providers and the resources of the Ministry of Haj.

We shall refer to the **External Haj E-Services Portal** simply as the ‘Portal’ going forward for simplicity sake.

**Vision of the Ministry of Hajj**

Allah (Glorified and Exalted Be He) has honored this holy country with the service of His guests and the visitors to the Prophet’s Mosque. The wise government seeks to improve the services provided for the guests of Allah, facilitate their procedures, maintain their rights, fulfil these sublime objectives, and achieve a great turnabout in the services of the international pilgrims. The government also seeks to achieve the required transparency with regard to the clarity of the procedures carried out by the pilgrim, and also the types, levels, elements, and costs of the service packages. In addition, the government seeks to impose more control and surveillance on the performance of all the authorities concerned with the affairs of Haj, and to improve all matters related to Haj.

The decision of the honorable Council of Ministers no. 386, dated 22/11/1433 A.H., declaring the approval of the project of the External Haj Portal for the international pilgrims has been issued. It is an electronic system that seeks to achieve a great turnabout in the procedures of the arrival and departure of pilgrims, and to follow up the services provided to them during their stay in the Kingdom. This is carried out by committing all the authorities concerned with the affairs of Haj to perform their tasks and provide their services via an integrated electronic system.
This is achieved by linking the Haj visa of every pilgrim to a package of services consisting of specific elements, such as housing, transportation, and food service, which should be clearly stated and announced via this electronic system, so that the pilgrim can identify these elements in advance before his arrival at the Kingdom. In addition, the ministerial authorities will be able to follow up how the services registered in the system match the services that are actually provided. Consequently, this will lead to the immediate removal of irregularities and to holding the negligent to account, according to the regulations and instructions. This project keeps pace with the approach adopted by the country (may Allah safeguard it) towards changing the governmental transactions from manual operations to E-government transactions.

What is a Web Portal?
A web portal is most often one specially designed web site that brings information together from diverse sources in a uniform way. Usually, each information source gets its dedicated area on the page for displaying information (a portal); often, the user can configure which ones to display.

About the Web Portal
This electronic system consists of five main phases, with every phase depending on the preceding one. These phases are as follows:

- Eligibility: meeting the stipulated requirements, as to participate, legally qualified.
• Guarantees: to undertake or to ensure for another.

• Contracts: an agreement between two or more parties for the doing or not doing of something specified.

• Formation of service packages: creating and choosing from a list or services of the package.

• Issuance of visas: Once the visa application is accepted on the basis of the documentation produced by the applicant

**Portal Home Page**

By clicking on the URL: [click here](#), you will be greeted with the External Haj E-Services Web Application Home page.

*Remember to save this URL as you’re favorite so you do not have to remember the URL.*
Portal help contact information:

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Contact Reason</th>
<th>Contact Phone #</th>
<th>Email Address</th>
<th>Working Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Centre</td>
<td>Any questions, comments, suggestions or feedback</td>
<td>966 (2) 920026265</td>
<td><a href="mailto:ehaj@haj.gov.sa">ehaj@haj.gov.sa</a></td>
<td>24/7</td>
</tr>
</tbody>
</table>

E-payment

Bank information

<table>
<thead>
<tr>
<th>Account Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Name</td>
</tr>
<tr>
<td>Account Owner</td>
</tr>
<tr>
<td>Account IBAN No.</td>
</tr>
</tbody>
</table>

Allowed Deposit Methods

1. International Transfer [SWIFT]
2. Local transfer from account in a Saudi bank [SARIE]
3. Cash deposit directly into account
4. Transfer from account in Riyadh Bank

Attention!

Cheques are not acceptable whether draft cheques or account cheques.
The e-payment will be put into use and connected with brought together (as one) web portal for external haj so each money transaction should be done by the web portal, such as:

- Warranties request.
- Housing contract.
- Food contract.
- Naqaba (transportation) warranty contract.

**HOME**

**Dashboard**
The dashboard has the main information and you will find there **ADD FOOD CONTRACT FOR HM**, **ADD FOOD CONTRACT FOR HC UNDER HM**, and **ADD FOOD CONTRACT FOR HC UNDER EST**. **HOME > Dashboard**
**My Information**

In this section, you can find your information and if you want more information you can find them in details.

**Home > My Information**

When you click on Details, then you will find four columns My Information, Financial Details, External Transactions, and VAT Details.
You can edit your information from Action and Edit.
My Representatives
In this section, you can see the representatives you have.

Home > My Representatives
You can find the representative details in Action and Details
Also, you can edit the representative from Action and Edit
REQUESTS

Add Food Contract

In this section you can find all your food records, also you can accept or reject any records or find more details.

Requests > Add Food Contract
Add Food Appointment
From here you can set an appointment for your business.

Requests > Add Food Appointment
Cancel Food Contract

Here you can find all canceled contracts.

Requests > Cancel Food Contract

Establishment Food Contracts:

Here you will find all the Establishment Delegate food contract,

Local Haj Food Contract:

Here is the Local Haj food contract,
Add Food Appointment:
From here you can take new Appointment to add your new Food Company

Press on action then add after that you must fill the information as per picture display.

CIRCULARS:
Circulars helps to know any news from M.O.H.U
### MY CONTRACTS

Here you can find all your contracts (Food Contract – Establishment Food Contract)

<table>
<thead>
<tr>
<th>No</th>
<th>Contract ID</th>
<th>Number</th>
<th>Contractor Name</th>
<th>Starting Date</th>
<th>Ending Date</th>
<th>Contract price without VAT (QAR)</th>
<th>Contract price with VAT (QAR)</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

No records found.
Conclusion

In the name of Allah. May Allah have blessed upon the Prophet Muhammad (peace be upon him) and his followers.

External Hajj E-Services Portal Users:

We welcome you and we are happy to serve you and answer your questions and provide the information you need and listen to your opinions and suggestions of the External Hajj E-Services Portal.

Ministry of Hajj equipped with all human and financial and technical possibilities to make the pilgrims come to the House of God easily and they can come whenever they want to come to perform hajj since you are in your country and when you arrive and during your stay until you leave safely and to keep those beautiful memories and a spiritual journey in your mind, we ask God Almighty to make our services good and satisfaction for you.

In case of any observations please do not hesitate to contact us in one of these facilitator ways, unified number or send e-mail or open ticket you in External Hajj E-Services Portal and we are in service 24\7.
Contact Information

Phone
+ (966) 920026265

Email
ehaj@haj.gov.sa

Work time official 24/7