Unified portal for External Hajj

Haj Company not under Hajj mission
Representative Guide
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Introduction
The following information shall serve as an introduction for Haj Mission 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 Haj Missions 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

Account Information

<table>
<thead>
<tr>
<th>Bank Name</th>
<th>Riyadh Bank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Owner</td>
<td>United Agents Office</td>
</tr>
<tr>
<td>Account IBAN No.</td>
<td>There is one IBAN number assigned to each Haj mission or Haj Company or Service provider activated on portal. It will be sent as SMS to representative mobile, also you can find on financial information page in Portal.</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.

| Bank Account Details | Balance | DC | RB | RB
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Details of the account</td>
<td>1234567890</td>
<td>JOHNNY</td>
<td>1234</td>
<td>5678</td>
</tr>
<tr>
<td>Details of the account</td>
<td>9876543210</td>
<td>MARY</td>
<td>0987</td>
<td>6543</td>
</tr>
</tbody>
</table>

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:

- Unified Warranties Request.
- Housing contract.
- Food contract.

Unified Warranties request e-payment

The type of payment in bank warranty will only be an electronic payment.

(To complete the process of payment it will be done after sending the request and issuing Unified Warranty after that creating the voucher.)

- The warranty will take effect once payment is settled.
- The liquidation of this warranty will be done at the end of the season and as per MOH instructions.

Category: Haj Mission Warranty

Type: ELECTRONIC PAYMENT

Amount (SAR): 0

Amount with VAT (SAR): 0

Housing contract e-payment

There are three ways to pay for housing contracts:

1. Full payment (by paying the all amount to the owner) 15% goes to the establishment and 85% to the owner.
2. Electronic cash warranty and it will be for three instalments:

1st instalment 50% and it is divided into two payments (15% goes to the establishment and 35% to the owner).

2nd instalment 40% it will be according to the date that will be chosen for the second payment with 250 SR bank transfer warranties.

3rd instalment will be 10% it will be according to the date that will be chosen for the third payment with 250 SR bank transfer warranties.

100% of contract value will be deducted from your account according to this option and the other 40% and 30% will be transferred accordingly to the date given in the portal.

3. Electronic bank warranty and it will be for three instalments:

1st instalment 50% and it is divided into two payments (15% goes to the establishment and 35% to the owner).

2nd instalment 40% it will be according to the date that will be chosen for the second payment with 250 SR bank transfer warranties.

3rd instalment will be 10% it will be according to the date that will be chosen for the third payment with 250 SR bank transfer warranties.

Notice:
To apply for this payment, you must issue Electronic Bank Warranty.

Food contract e-payment
There are three ways to pay for Food contracts:

1. Full payment (by paying the all amount to the owner) 30% goes to the MOH and 70% to the owner.

2. Electronic cash warranty and it will be for three instalments:

1st instalment 50% and it is divided into two payments (30% goes to the MOH and 20% to the owner).

2nd instalment 20% it will be according to the date that will be chosen for the second payment with 250 SR bank transfer warranties.

3rd instalment will be 30% it will be according to the date that will be chosen for the third payment with 250 SR bank transfer warranties.

100% of contract value will be deducted from your account according to this option and
the other 40% and 30% it will transferred according to the date given in the portal.

3. Electronic bank warranty and it will be for three instalments:

1st instalment 50% and it is divided to two payments (30% goes to the MOH and 20% to the owner.

2nd instalment 20% it will be according to the date that will be chosen for the second payment with 250 SR bank transfer warranties.

3rd instalment will be 30% it will be according to the date that will be chosen for the third payment with 250 SR bank transfer warranties.

Notice: To apply for this payment, you must Issue Electronic Bank Warranty.

My voucher
You can see your vouchers by following these steps:

Home > hajj company info > my voucher

To see more details about your voucher, click Action > Request Details

My Representatives:
Here is all the representative’s information.
Quota Details:

Quota Information:
You will find all the information for the company quota.

Approved Embassy Quota:
After sending the request for your quota to MOFA the approval will appear here as per picture display:

Flight Bookings:

Flights schedule:

Details of all flight schedule
Arrival Distribution:

It’s very important using this facility which can help knowing the arrival and departure flight

This is for bank later:

Haj Company NOT under Haj Mission Workflows:

**IMPORTANT NOTE:**

By reading this user guide the Haj Company NOT Under Haj Mission Representative shall completely understand all the requisite workflows and steps and interact with the Portal strictly in the Order specified.

This user guide shall help the Haj Mission Representative to carry out their tasks in an efficient manner.
Create a new Haj Company Workflow:
The Establishment will make a written request to the Ministry of Haj for creating a new Haj Company NOT under a Haj Mission.

The following workflow is the responsibility of the Ministry of Haj to create a new Haj Company NOT under Haj Mission if it approves the written request from the Establishment.

In case you are a returning company you will have to:

**Workflow 1 - Mohaj creates a new 'Haj Company NOT under Haj Mission'**

**Workflow 2 - Add the Representative for new 'Haj Company NOT under Haj Mission' registers in the Portal**

**Workflow 3 - Add 'SAR 200 Bank Warranty'**

**Workflow 4 - Add Housing/Food Contracts**

**Workflow 5 - Services Package**

**Step 1:** Est. submit Request for new Hajj Co. not under Mission

**Step 2:** Mohaj creates a new Haj Company NOT under Haj Mission

**Step 3:** Establishment Adds the new Haj company NOT under Haj Mission under its banner
Step 1: The Establishment must submit a written request for new Haj Company NOT under Haj Mission
The Establishment will work with the Ministry of Haj and submits a written request if a new Haj Company NOT under Haj Mission needs to be added to the Portal for conducting business.

Step 2: The Mohaj must create a new Haj Company NOT under Haj Mission
If the Mohaj approves, it is their responsibility to create new Haj Company which do not fall under a Haj Mission.

Step 3: The Establishment must add the new Haj Company NOT under Haj Mission

Once the Mohaj has created a new Haj Company NOT under Haj Mission, it is available for the Establishment Representative to ‘Add’ it under its banner. The Establishment Representative shall specify the Representative Name for the company as soon as the new Haj Company NOT under Haj Mission is created, the Representative for that company will get a notification

An SMS notification will be sent to the Haj Company Main Representative about his/her name being added in the Haj Portal. This notification shall signal that the Representatives can create/register their new login information using the External Haj E-Services portal.

Register Main Haj Company Representative Workflow:
Step 1: Haj Company NOT under Haj Mission Main Representative Registration

Once the Main Representative has received a notification from the Portal, he/she can create the new User Name and Password in the External Haj Portal by clicking on the button on the External Haj Portal Home Page and the following login screen is displayed.
Click on the link to bring up the following form:

(User Verification)

User Verification
Please fill the representative details you would like to activate:

Nationality: [Greenland]
Choose your identification type: [Passport]
Identification Number: [2000]
Mobile No.: [Greenland (+259): 00000000]
I am Representing: [Haj Company Under EST]

Submit  Cancel

(If Error Messages appears):
If you do not enter a valid combination of Nationality and Identification type and/or Identification Number or Mobile #, one of the following error messages may be displayed:

If you enter all the correct information, the Portal sends a Verification Code on your mobile phone which you shall enter and proceed to setup a password for the new User, and then the following screen is displayed:

(User Mobile verification)

User Mobile verification
Please enter the code that you received on the provided mobile number:

Verification Code:

Submit  Cancel

Entering the correct Verification Code, the following form is then displayed to register a new User and Password. The Password length should be a minimum of 8 characters with at least one letter and one number. For example, ‘user1234’.
Step 2: Login into the Portal and View Dashboard

Once the correct data is entered for user name and password fields and clicking on the LOGIN button, the following screen is displayed inviting the new user to login to the Portal:

Once you enter your user name and valid password, the system sends a Verification Code to your Mobile Phone if the Verification Code did not reach to your phone we have added other facilities such as resend by SMS OR E-mail or Google Authenticator and the following screen asks you to enter the verification code:

Upon entering the correct Verification Code, you are presented with the following Dashboard screen:
Step 3: View Haj Company Representatives
From the main Dashboard page, you may click on the link "My Representatives" to display Haj Company representatives as follows:

Further, you may click on the "Action" Button and select "Details" to view details of a single Representative as follows:
Requests:

Change quota Request:

To change quota please follow these steps as picture display:

In this page you can change your quota whether to increase it or to decrease it.

Thin press on action and Add

Then change your quota as per your request as picture display:

- Once increase request is approved, user cannot submit for reduction request in the same.

Add Warranties Workflow – 250 Riyal
Step 1: Add Unified Warranties Request
The Haj Company NOT under the Haj Mission Representative can create Bank Warranties request which then gets routed for approvals.

Requests > Unified Warranties Requests > Action > Add

(The first kind of Bank Warranty is for 50 +200 = 250 SAR)
Step 2: Haj Establishment Approval of Request
Once you submit the request successfully, the Haj Establishment will see the request and shall approve it as soon as possible.

No action is needed from the Haj Company NOT under the Haj Mission Representative except to follow up with the Call Centre if the request is NOT approved within a reasonable time.

Step 3: Mohaj Approval of Request
Once the Haj Establishment approves the request, it will be sent to Mohaj for Approval who shall approve it as soon as possible.

No action is needed from the Haj Company NOT under the Haj Mission Representative except to follow up with the Call Centre if the request is NOT approved within a reasonable time.

Step 4: View Approved Request
From Warranties Then Unified Warranties Requests > Bank Warranties Details

Fill the require and submit.
Making contract of House/Food workflow

1- request for house/food
2- approve from house owner/food provider
3- establishment approval
4- generate voucher
5- make payment

Show Housing contract:

Show the contracts have been done and details, date start/end.

**Step:** Request > service provider’s requests > housing contracts.
Show Food contracts:
Shows the contracts have been done and details, date start/end.

**Step:** Request > service provider’s requests > Food contract

Searching for Housing Providers:
Showing in this page housing owner, and can manually search and advanced search. Advanced search you can search by name of city, number of pilgrim, start date and end date.

**STEP:** Service Providers > Housing > advanced or classic Search

Classic search:
Classic search provides most of the house details as per picture attached.
Searching for Food Providers:
Shows all the details about food providers.

**Step:** Service Providers>Food Providers>details about providers

Lifting Company:
Lifting company comes with Madinah hotel contract.
How to make a housing Contract:
To make house contract you should go to Requests than choose service providers requests and click on housing contract as per picture attached.
After contract request will be sent and it will show process successful with contract number.

Replace house contract:
Requests > Service Providers Requests > House Contracts, Replace house contract only in Madinah:
Step 1: Haj Mission make request.

Step 2: After the first step will wait the approval from house owner.

Step 3: Generate voucher. (Request it will wait for the Establishment approval)

Step 4: Make payment.
(After you are done with the steps and press Accept it will be fully in the system)

Housing contracts:
Shows contracts have been made.
Step: click on action to Add contract.

Food contracts:
Shows contracts have been made.

Step: click on action to Add contract.

Cancel Housing Contract:
To cancel house contract please follow the steps as per pictures attached

Home ➔ approved warranties and contracts ➔ my housing contracts

Press action than cancel and you must mention the cancelation reason.
Special Contract:
To apply for Transportation Special Contract, follow these steps:

Requests > Service Providers Request > Special Contract.
Additional services contracts:
It’s the package services for pilgrims provided by the Establishment for the Holy place or during the Hajj period.

To apply for this services please follow the steps:

Requests > Services Providers Requests > Additional Services Contracts.

ZamZam Orders:
To order ZamZam water please follow these steps:
Requests > ZamZam Orders
After filling in the following spaces there are two options

Accompany: is when the haj picks up his/her zamzam water upon arrival or departure.

Empty: is when the plane takes the zamzam water back to their country and the Hajj Mission will distribute it over there.

Flight schedules

Requests > Flight Schedules > Action > Add

You fill the information according to your flight schedules as per picture then you press add.
Delegate Food Contract:
If you are planning to Delegate the Establishment to provide food for the Pilgrims, we advise you to follow these steps:

Requests > delegate food contract > Action > Add

Then you need to enter the date and the total guest.
Packages:
There are two types of packages:

1-private which is 10% of the total quota.

The private quota you can add the pilgrims and create group for them through the portal then send it to MOFA.

Packages > packages requests > action > Add
2- public which is 90% of the total quota.

The public quota is the pilgrim will choose the Package from the E-PATH
In this page the pilgrims will find the package according to his choice.

After the pilgrim choose the package the haj company will have to approve the package from Packages then Haj package bookings.
Balance Purchase Requests:

1- Purchase E- Ticket Balance

is for the Route During the Hajj.

Request > Balance Purchase Requests

Purchase E-Ticket Balance

In the total amount you put the total price for the chosen route then submit.

2- Purchase Visa Balance:

It’s the amount which you pay for the pilgrim’s service which 594 without VAT.

Request > Balance Purchase Requests > Purchase Visa Balance
3- Adahi Purchase:

Its where you can buy the adahi for the pilgrims

Then it has to be allocated to the pilgrim from the Hajj Data
4-Saudi Post:

This facility can help the pilgrims to send their extra luggage

Fill the information and press on submit.

Then it has to be allocated to the pilgrim from the Hajj Data
Embassy Quota Association Requests:

You can choose the Embassy and the Consulate that you want to print the Pilgrims Visa, before making Housing contracts and Food contracts etc… then you can create the groups you want and add the Pilgrims names in the group. After that you can send the group to print the Visa.

From Requests then Embassy Quota Association Requests then Action and Add.

Enter the information then submit to MOFA.
Exception Request:

To Request for the contracting over the quota in Madina please follow these steps as display in the Pictures:

Then press on action and Add

After that we choose the hotel and number of the pilgrims
Refund Ticket Balance:

This facility to refund the ticket balance as per picture display.

Then you put the amount that you want to refund and press submit.

- Maximum Amount To Be Refunded Should Not Be Greater Than 0 SAR

Width: 595.3 Height: 841.9

Hajj Data and Groups:

The Hajj Data and Groups is the group contain the pilgrims which can take from one pilgrim to 500 pilgrims and linked them to house contract in Makkah and Madina as well as Holy Place Catering.

Hajj Data Details:

here you can add the Haj data:

Go to Haj data and groups< Hajj data Details then this picture will display:
To add the Haj Data
Go to action<add then this picture will display:

Haj group Details:
here you can add the details of Haj data and groups

Go to Haj data and groups< Haj Groups Details then this picture will display:
Important clarification:
After creating the group, you can add the Pilgrims names in the group then Housing contracts and Food contracts etc. you can choose the Embassy and the Consulate that you want to print the Pilgrims Visa, after that you can send the group to print the Visa.

Print Wrist Band
To print the wrist band data must be entered in the system status of pilgrims was sent to the state department or the visa is printed.

Steps: Haj data and groups > Haj groups Details > action > print wrist band
PASSPORT STICKER GUIDANCE:

To print the passport sticker, you must go to pre arrival data then action and choose print passport sticker as per picture attached.
A new tab / Page will open which will include the Stickers of the pilgrims included in the Haj Group Details as per the below example.

Notice:
You cannot print the passport stickers unless you insert the pre arrival data information in the portal.

Once the page(s) are printed, please use the trimmer to trim the stickers and to be placed on the matching passport from the back of the passport.
Note: Please assure that the sticker information matches the passport prior placing it.

**Arrival Distribution:**

Hajj Data and Groups > Pre Arrival Data

This page will start regulatory wishes upon arrival of the pilgrim’s weather to arrive in Jeddah or Madinah Airport, and the quota must be evenly distributed between Jeddah Airport and Madinah Airport.

Note: Madinah Airport they must not exceeded the quota above 41% of the total pilgrims.

Press on add then you will find two options choose one of them and insert the data.

---

**Pre Arrival Data**

- **Pre Arrival Entry Type:** New Entry
- **Arrival Date:** 20/07/2018
- **Arrival City:** Jeddah
- **Jeddah Flight Details:** 25/07/2018 06:00 Saudi Airlines 446
- **House Contract City:** Madinah
- **House Contact:** 932223
- **Service Group:**
- **Comment:**

---

Pre Arrival Data can only be submitted between 1439/10/01/10/2017 and 1439/12/05/10/2018.
Circular:
1- Inbox: is to receive all messages from MOH for any update and there is two kind of
Circular
2- outbox to send message to MOH for any requests
then you insert the Information and press Add.
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.
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Work time official
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