



PRODUCT CATALOG

UmrahCore

The pilgrim operations platform — one white-label back office for bookings, visas, flights, hotels, transport, meals, documents and collections.

MULTI-TENANT • WHITE-LABEL • MULTI-CURRENCY

UmrahCore SaaS

umrahcore.com

One console for the entire Umrah operation

UmrahCore is an enterprise back-office platform purpose-built for Umrah travel businesses. It replaces the tangle of spreadsheets, chat threads and disconnected tools that most operators rely on with a single, secure workspace where every pilgrim, booking, supplier and payment lives in one place.

From the first enquiry to the final settlement, teams manage the complete journey — traveller profiles, visa processing, flight and hotel allocation, ground transport, meal plans, packaged departures, document handling and finance — without leaving the application. Because the platform is multi-tenant and white-label by design, a head office and its network of resellers and agents each operate their own branded workspace while the parent retains full oversight.

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OPERATIONAL MODULES

3-Tier

COMPANY HIERARCHY

100%

TENANT ISOLATION

Who it's for

- ◆ Umrah tour operators running end-to-end pilgrim journeys
- ◆ Head offices managing a network of resellers and agents
- ◆ Agencies handling visas, flights, hotels and transport together
- ◆ Finance teams tracking receivables and supplier payables

Problems it solves

- ◆ Fragmented data spread across spreadsheets and messaging apps
- ◆ Manual, error-prone rooming, ticketing and rate calculations
- ◆ No clear view of what still needs attention on each booking
- ◆ Pricing leaks and disputes between head office, resellers, agents

Built for accuracy. Every price, room and ticket is captured as a frozen snapshot at the moment of sale — so quotes, settlements and refunds always re-total from what was agreed, never from figures that quietly changed later.

Competitive advantages

All-in-one
Every service and the money that moves it, in a single console.

Security-first
Role-based access, 2FA and an immutable audit trail throughout.

White-label
Each tier sells under its own brand, logo and currency.

Guided speed
A step-by-step wizard turns a full booking into minutes of work.



Product Highlights

The capabilities that do the heavy lifting

A quick tour of what teams reach for every day. Each capability is live in the product today and works across every branded workspace.



Guided Booking Wizard

A single flow assembles pilgrims, rooms, flights, transport, meals and pricing — with live warnings the moment something needs a second look.



Live Flight & Hotel Search

Search real inventory and blend it with your own contracted rates, without leaving the booking.



Operations Calendar

Flights, hotels, transport, meals and room occupancy laid out across dates so the whole operation is visible at a glance.



Operations Dashboard

A live home screen surfaces the day's workload and the bookings that need attention first.



Snapshot Pricing

Every component freezes its full cost, markup and currency breakdown, so settlements and refunds always reconcile.



Passport Scanning

Capture passport details from a photo to populate traveller records and cut manual data entry.



Secure Document Vault

Passports, visas and slips stored on provider-independent object storage and streamed privately on demand.



Finance & Collections

Three clear ledgers — pilgrim receivables, inter-tier settlement and supplier payables — with instalments and receipts.

MULTI-CURRENCY

ROLE-BASED ACCESS

TWO-FACTOR AUTH

IMMUTABLE AUDIT TRAIL

BULK DOCUMENT UPLOAD

SHARED ITINERARY QR

PACKAGE TEMPLATES

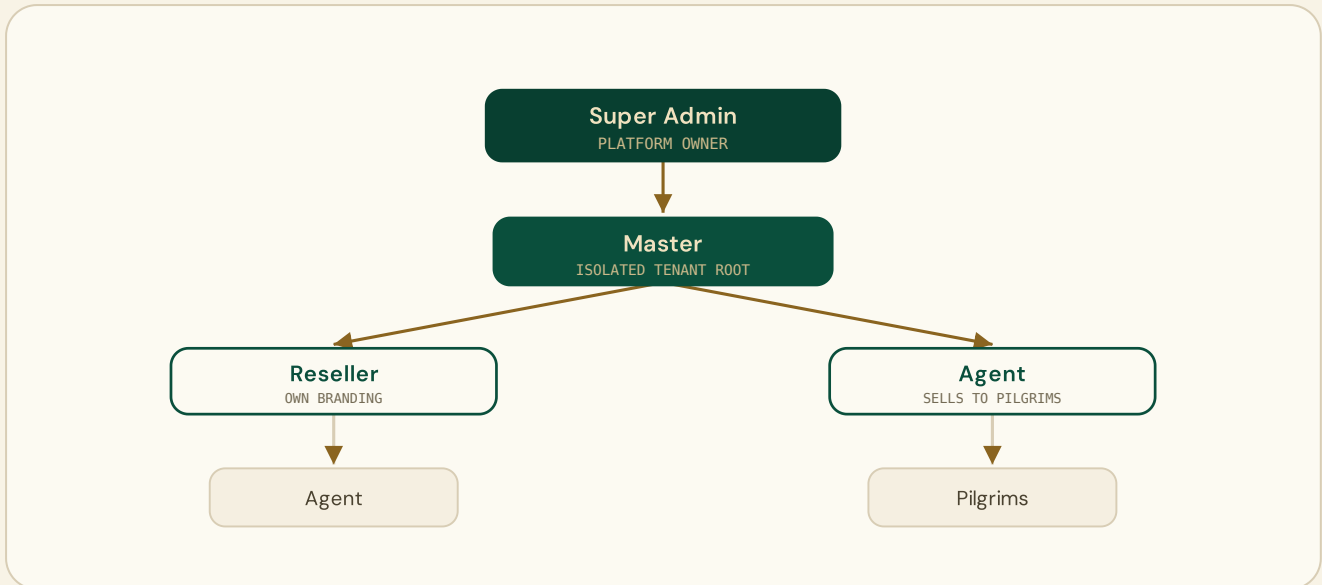
SUPPLIER DIRECTORY



Platform Architecture

Built for networks of businesses, not just one

UmrahCore is organised as a three-tier commercial hierarchy. A head-office **Master** is a fully isolated tenant; beneath it sit **Resellers** and **Agents**, each with their own branding — while pricing, bookings and finances stay private between siblings.



Pure stacked markup — every tier earns transparently



Each level adds only its own markup on top of the price handed down, and never sees the layers above it. Nobody sells below the inherited floor — so margins are protected and every settlement is clean.

Multi-tenant

Hard isolation between tenants.

Multi-currency

Per-tier currency, frozen on sale.

Localization-ready

Structured for regional rollout.

Scalable

Enterprise architecture throughout.

THE MODULES

Eleven modules, one continuous workflow

Each module owns its part of the pilgrim journey and hands off cleanly to the next — specialist teams model the event, finance moves the money. The pages that follow detail every module operators use day to day.

01 Access & Security	02 Pilgrim Profiles	03 Customers
04 Bookings	05 Visa Queue	06 Flights
07 Hotels	08 Transport	09 Meals
10 Package & Departures	11 Document Vault	+ Suppliers & Finance



Access & Security

The control plane that governs who can do what, across every company in the network.

Overview

Access & Security manages users, roles and company relationships across the three-tier hierarchy. Access is granted by job function, enforced on the server for every action, and bounded by a ceiling each parent sets for its sub-accounts — so a team member only ever sees what their role and their company allow.

Key features

- ◆ Role-based access by module and action — view, add, edit, delete
- ◆ Built-in staff types: Sales, Billing, Operations, Support — plus custom roles
- ◆ Cascading permission ceilings down the company tree
- ◆ Two-factor authentication by authenticator app or email code
- ◆ Brute-force lockout, single-session enforcement and contested-login handling
- ◆ Email verification and self-service password reset

Business benefits



Least-privilege by default

Staff access is scoped to their role, reducing risk and mistakes.



Onboard in minutes

Assign a job role and the right permissions apply at once.



Central oversight

Parents cap what sub-accounts can reach, network-wide.



Audit-ready

Every security action is logged to an immutable trail.

Access workflow

1

Create company

Add reseller or agent under the tenant.

2

Set ceiling

Cap the modules the sub-account may use.

3

Add staff

Invite users and pick a job role.

4

Enforce & log

Access applied server-side, actions audited.



Pilgrim Profiles

A durable identity for every traveller — the foundation every booking is built on.

Overview

Each pilgrim has one stable record that survives passport renewals and repeat journeys. Profiles capture identity, documents, family relationships and lifecycle stage, with mandatory fields introduced gradually as a traveller moves toward departure — so records stay clean without slowing down the first enquiry.

Key features

- ◆ Stable internal identity across passport renewals
- ◆ Passport scanning to auto-fill identity fields from a photo
- ◆ Family and mahram relationships tracked for visa and operations
- ◆ Stage-gated mandatory fields as the journey progresses
- ◆ Live quick-search by name or phone with instant results
- ◆ Profile photo shown from the passport image, with initials fallback

Profile lifecycle

1

Lead captured

Enquiry becomes a profile with an owner.

2

Identity added

Passport scanned, details verified.

3

Relationships

Family and mahram links recorded.

4

Booking-ready

Mandatory fields complete for travel.

Business benefits



Less manual entry

Scan a passport instead of retyping every detail.



Fewer errors

One record per traveller prevents duplicates and mismatches.



Group-ready

Family links make rooming and visa handling faster.



Repeat-pilgrim recall

Returning travellers are found and re-booked in seconds.



Customers

Manage the people who buy and the quotations that turn interest into bookings.

Overview

The Customers module holds the accounts your business sells to and connects them to the travellers, quotations and bookings they generate. It keeps the commercial relationship and the operational journey neatly linked, so sales and operations work from the same source of truth.

Key features

- ◆ Central customer directory with searchable records
- ◆ Quotations linked to travellers and ready to convert
- ◆ Customer photo and contact details on file
- ◆ Clear line of sight from customer to their bookings

Quotation to booking. Quotations sit on the traveller record and carry straight into the booking flow, so the numbers a customer agreed to are the numbers that get booked.

Business benefits

-  **Faster conversion**
Turn a quote into a live booking without re-keying.
-  **Instant lookup**
Find any customer and their history in a search.
-  **One relationship view**
Sales and operations share a single record.



Bookings

The operational heart of the platform — where every service comes together per pilgrim.

Overview

A booking gathers a group of pilgrims and every service they need — hotels, flights, transport, meals and visas — into one record with a clear reference. A live health signal shows exactly what still needs attention, and a soft progressive lock protects confirmed items from accidental change while leaving room to make deliberate corrections.

Key features

- ◆ Per-pilgrim pricing with a receivable that always re-totals
- ◆ Eleven-stage funnel from enquiry to departure
- ◆ Live health signal ranking what needs attention next
- ◆ Single-scroll booking detail with a workflow strip and activity feed
- ◆ Scannable booking list, status pills and global quick-search
- ◆ Multiple creation paths, including a guided wizard

Business benefits



Nothing slips

The health signal surfaces gaps before they become problems.



Accurate money

Per-pilgrim pricing keeps receivables exact as groups change.



Full context

Every service and its activity history on one screen.



Safe to edit

Progressive lock guards confirmed items from mistakes.

BOOKING ANATOMY — ONE RECORD, EVERY SERVICE

PILGRIMS & ROOMING

HOTEL — SEGMENTED

FLIGHTS — PER PAX

TRANSPORT — SHARED

MEALS

VISA — PER PAX

DOCUMENTS

ACTIVITY TIMELINE

FINANCE

The Booking Wizard

The guided wizard assembles a complete booking step by step — pilgrims, rooms, hotels, flights, transport and meals — validating as it goes and warning the moment a room count, bed plan or flight seat doesn't line up. Live search and your own inventory sit side by side, so the operator books from real availability without switching tools.



Inside the flow

- ◆ Hotel-anchored ordering — availability sets the dates
- ◆ Live hotel search with Haramain-distance filters, or your own inventory
- ◆ Live flight search and a catalog of contracted fares
- ◆ Per-transfer vehicle selection for ground transport
- ◆ Meal plans added by date
- ◆ Real-time bed-and-seat consistency warnings

Why it wins

- ⚡ **Minutes, not hours**
A full multi-service booking in one guided pass.
- ⚠ **Catch issues early**
Warnings appear the instant numbers don't match.
- 🔍 **One screen**
Live availability and owned rates, side by side.



Visa Queue & Processing

A disciplined tracker that keeps every visa moving through a clear, auditable ladder of states.

Overview

The Visa Queue gives operations a single, ordered view of every pilgrim's visa status. It is a strict manual tracker built around a defined status ladder, so nothing is lost between submission and issue, and rejections are impossible to overlook.

Key features

- ◆ Multi-state visa ladder from application to issued
- ◆ Per-pilgrim tracking tied to the booking
- ◆ Visa catalogue of packages and requirements
- ◆ Rejections surfaced clearly for immediate action
- ◆ Document capture to support each application

Business benefits



Nothing stuck

Every visa's exact state is visible at a glance.



Rejections caught fast

Problem cases are flagged before they threaten travel.



Predictable timelines

A shared ladder keeps the whole team aligned.

Visa status ladder

1

Received

Details and documents in hand.

2

Submitted

Application lodged with authority.

3

In process

Tracked until a decision returns.

4

Issued

Approved and attached to the pilgrim.



Flight Management

From live search to issued tickets — group allotments handled with airline-grade discipline.

Overview

Flight Management covers both live-search inventory and your own contracted fares, organised around the round-trip view operators think in. Group allotments are managed as a first-class concept, and the held-to-ticketed lifecycle is tracked explicitly, so seats are never double-counted and tickets are issued with confidence.

Key features

- ◆ Live flight search plus a catalog of contracted fares
- ◆ Round-trip leg view with per-pilgrim seat assignment
- ◆ Held-then-ticketed workflow with PNR and ticketing data
- ◆ Group allotment management and fare lines
- ◆ Baggage and ancillaries captured per booking
- ◆ Airline and airport directories with airline logos

Two channels, one view. Contracted group fares and live search results appear together, so operators always book from the best option available.

Business benefits



Real availability

Search live inventory without leaving the booking.



No double-booking

Allotments and holds keep seat counts honest.



Confident ticketing

A clear held-to-issued path protects against errors.



Hotel Allocation

The atom every itinerary is built around — multi-supplier rates, rooming and release control.

Overview

Hotels are the anchor of every journey — their availability sets the dates the rest of the booking follows. UmrahCore supports both live search and contracted inventory, with capacity-based room rates from multiple suppliers, named rate seasons, a rooming board and cutoff management to release unused space in good time.

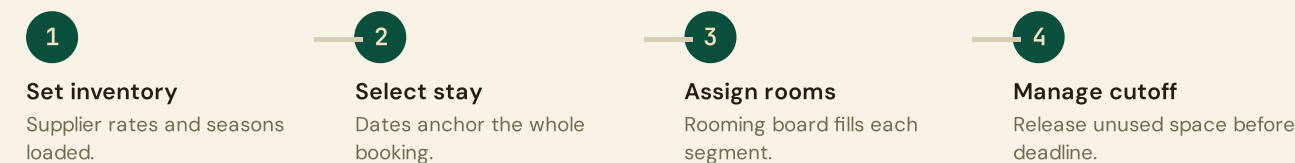
Key features

- ◆ Live hotel search with Haramain-distance filters
- ◆ Contracted inventory with multi-supplier, per-room rates
- ◆ Named rate seasons and capacity-based pricing
- ◆ Rooming board and per-segment room allocation
- ◆ Cutoff and release management for held space
- ◆ Hotel brochures, seasons and room imagery

Business benefits

-  **Best rate, every time**
Compare multiple suppliers on one screen.
-  **Clean rooming**
The board keeps allocation tidy and accurate.
-  **No wasted allotment**
Cutoff control releases unsold rooms on time.

Allocation workflow



MODULE 08



Transport

Ground movement that's always available — routed, priced and assigned per transfer.

Overview & features

Transport is modelled as always-available service with structured routes between hotels and airports, a vehicle-type catalogue and per-transfer vehicle assignment. There are no allotments or cutoffs to manage, so ground logistics stay simple.

- ◆ Structured route builder — hotel and airport endpoints
- ◆ Vehicle-type catalogue with capacity and imagery
- ◆ Per-transfer vehicle selection inside the booking
- ◆ Supplier-backed transport inventory and pricing

Business benefits



Reliable coverage

Every leg of the ground journey is accounted for.



Right vehicle, right size

Match capacity to the group in a click.



No allotment overhead

Always-available means no cutoffs to chase.

MODULE 09



Meals

Meal plans are managed both at the booking level and per date, drawing on a meal inventory. Because meals are date-aware, they line up neatly with the rest of the itinerary and appear in the operations calendar.

- ◆ Meal inventory with supplier pricing
- ◆ Date-aware meal lines on each booking
- ◆ Appears in the operations calendar's meals view



Aligned to the journey

Dated plans slot into the itinerary automatically.



Clear catering view

Meal loads are visible across dates at a glance.



Package & Departures

Assemble reusable packages and run scheduled departures at scale.

Overview

Packages bundle the standard components of a journey into a template, and departures schedule those packages for groups of pilgrims. Each level takes a snapshot of its components, so a departure is protected from later changes to the underlying package — the itinerary a group travels on is the one that was set for them.

Key features

- ◆ Package templates built from reusable components
- ◆ Scheduled departures for groups of pilgrims
- ◆ Snapshot isolation between package, departure and booking
- ◆ Itinerary builder for the day-by-day plan
- ◆ Assignment of bookings to a departure span

Business benefits



Sell faster

Reusable packages remove repetitive setup.



Change-safe

Snapshots stop edits cascading into live groups.



Run at scale

Manage whole groups on one scheduled departure.

Snapshot-not-live. At every layer — package, departure and booking — edits never cascade silently. A confirmed departure keeps the exact components and pricing it was created with.



Document Vault

Passports, visas and receipts — captured, stored securely and streamed privately.

Overview

The Vault is the single, secure home for every document tied to a pilgrim or booking. Files are uploaded to provider-independent object storage — never left on the application server — and are only ever retrieved through a private, proxied stream, so sensitive documents stay protected end to end.

Key features

- ◆ Typed document library — passport scans, photos, visas, slips
- ◆ Provider-independent object storage with a private local fallback
- ◆ Private, proxy-streamed retrieval — no public file URLs
- ◆ Bulk upload workflow with a guided processing window
- ◆ Secure inline viewer for images and PDFs

Business benefits



Documents stay safe

No public links; everything streamed privately.



Storage freedom

Move providers with no application changes.



Bulk in minutes

Upload and process many documents at once.



Finance & Collections

Three clear ledgers move the money the operation earns — accurately, per tier, per pilgrim.

Overview

Finance separates the money into three distinct ledgers: what pilgrims owe (receivables), what flows between company tiers (inter-tier settlement) and what is owed to suppliers (payables). Component snapshots freeze each cost, markup and currency at the point of sale, so settlements and refunds always reconcile against what was agreed.

Key features

- ◆ Pilgrim receivable, inter-tier and supplier-payable ledgers
- ◆ Instalment plans with prefilled amounts and due dates
- ◆ Payment receipt (slip) upload against each payment
- ◆ Frozen multi-currency tier breakdown per component
- ◆ Per-tier settlement with redacted upstream visibility

Business benefits



Cash you can see

Receivables and instalments tracked to the pilgrim.



Clean settlements

Frozen snapshots make every tier's share exact.



Disputes drop

Everyone reconciles against the same agreed figures.



Pilgrim Receivable

What each traveller owes, per pax.



Inter-Tier

Settlement between company levels.



Supplier Payable

What's owed to each supplier.



Suppliers & Payables

A unified supplier directory backs hotels, flights and transport, feeding the payables ledger so every cost has a counterparty and a clear amount due.



Dashboards & Oversight

See the whole operation, act on what matters first

UmrahCore puts the state of the business on screen — a live home dashboard, a full operations calendar, and health signals that rank what needs attention on every booking.



Operations Dashboard

A live home screen on the tenant workspace showing the day's real workload — replacing static placeholders with the numbers that matter now.



Operations Calendar

Six coordinated views — calendar, flights, hotels, transport, meals and room occupancy — so scheduling clashes are obvious.



Booking Health & Pulse

A ranked needs-attention worklist per booking — risks surface, the team decides, nothing hides.



Global Quick-Search

Find any booking or pilgrim instantly from the top bar, with live autocomplete.

Warn, don't block. Rather than stopping work when something looks off, UmrahCore raises a ranked signal and lets an experienced operator make the call — keeping throughput high without losing control.

VIEW	WHAT IT ANSWERS	WHO USES IT
Dashboard	What needs doing today?	Operations, management
Calendar — Occupancy	Where are the peaks and clashes?	Operations
Booking Health	What's at risk on this booking?	Booking owners
Quick-Search	Where is this pilgrim or booking?	Everyone



Integrations

Connected where it counts, provider-independent by design

UmrahCore connects to the external services operators depend on, and keeps those connections abstracted so providers can change without touching the application.



Live Flight Search

Real-time flight availability, branding and validation, with its own settings and request logs.



Live Hotel Search

Live hotel availability with Haramain-distance filtering, blended with your own inventory.



Passport Scanning

Optical capture of passport data, relayed securely server-side to auto-fill traveller records.



Currency Conversion

Automated exchange-rate updates power multi-currency pricing across every tier.



Email & SMTP

Production email for verification, password reset and one-time codes.



Object Storage (S3 / R2)

Provider-independent, CDN-backed storage for every uploaded document, with a private fallback.

REFERENCE DATA, READY OUT OF THE BOX

AIRLINE DIRECTORY

AIRLINE LOGOS

AIRPORT DIRECTORY

CITY DIRECTORY

TRAVEL RESOURCES

SHARED ITINERARY QR

Security built into the foundation

UmrahCore is a private, security-first application. Protection isn't a feature bolted on — it runs through authentication, access control, storage and the audit trail, following established web-security best practice.



Access & identity

- ◆ Role-based access, enforced server-side per action
- ◆ Two-factor authentication — app or email code
- ◆ Strong password hashing and reset controls
- ◆ Cascading permission ceilings across the network



Sessions & defence

- ◆ Brute-force lockout and login rate limiting
- ◆ Single-session enforcement and contested-login handling
- ◆ Protection against SQL injection, XSS, CSRF and IDOR
- ◆ Hardened headers and a strict content-security policy



Isolation & storage

- ◆ Hard tenant isolation between businesses
- ◆ Sibling privacy on pricing, bookings and money
- ◆ Private, proxy-streamed document retrieval



Accountability

- ◆ Immutable audit trail of security-relevant actions
- ◆ Change Log capturing every system change
- ◆ No public indexing — private application by policy



Super Admin & Governance

Platform-owner control and a complete audit trail

A separate Super Admin plane gives the platform owner oversight of the entire estate — every tenant, every setting, every change — without mixing into day-to-day tenant work.



Companies

Create and oversee every tenant, reseller and agent.



System Health

A live read on the platform's operational status.



Diagnostics

Deep system checks for confident operation.



Object Storage

Manage the CDN-backed storage backend centrally.



Currency & Rates

Configure the exchange-rate service platform-wide.



Directories

Curated airline, airport and city reference data.



Change Log — a complete audit trail

Every change to the system is recorded in plain English with its date, the affected area, the reason and the exact code reference — searchable, filterable and sortable, so administrators always know what changed, when and why.

Why operators choose UmrahCore

The value is simple: one platform that removes manual work, protects margins and keeps the whole operation visible — so teams do more, with fewer mistakes, at greater scale.



Time saved

A guided wizard and reusable packages turn hours of coordination into minutes.



Full visibility

Dashboards, calendar and health signals show what needs doing first.



Margins protected

Stacked markup and frozen snapshots keep every tier's share exact.



Grow the network

White-label resellers and agents scale the business under one roof.



Fewer errors

Live warnings and single-record identity cut rework and disputes.



Peace of mind

Security-first design and a full audit trail throughout.



Everything the operation needs, in one place

Pilgrims, bookings, visas, flights, hotels, transport, meals, documents and finance — unified, secure and ready to scale.



UmrahCore

The pilgrim operations platform

MULTI-TENANT • WHITE-LABEL • MULTI-CURRENCY • SECURE

umrahcore.com