

zamzam



YOUR GATEWAY TO KSA

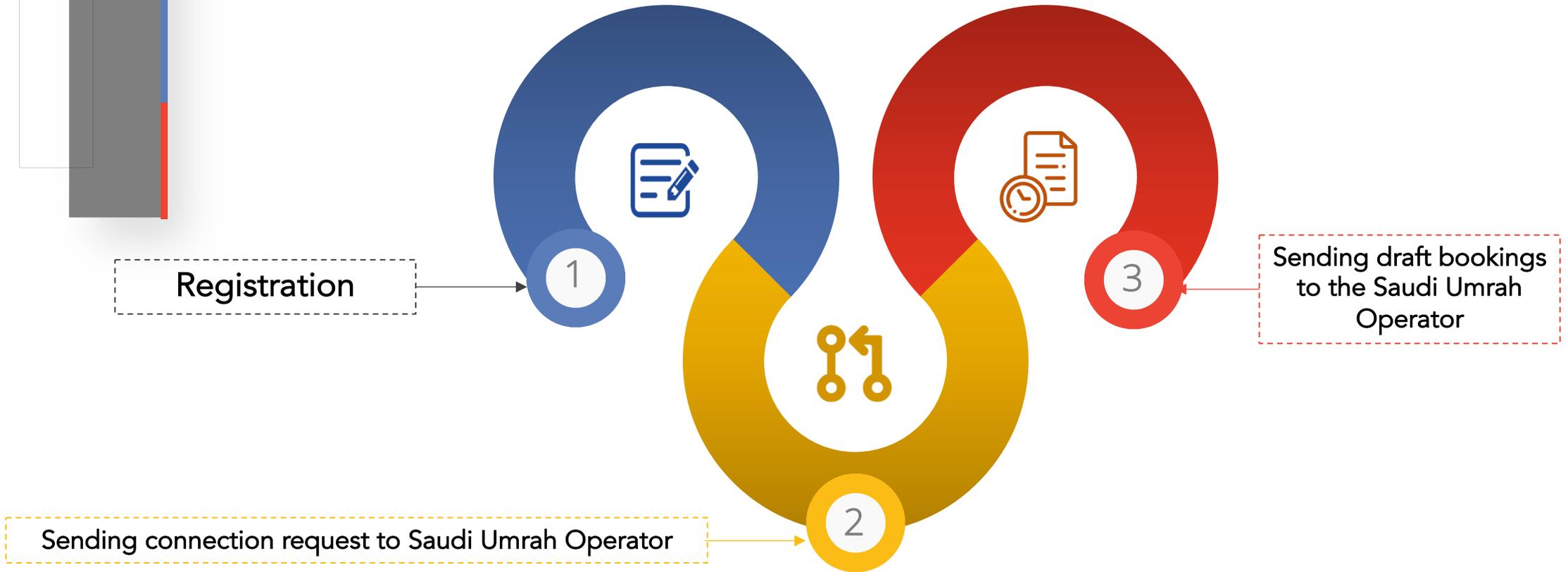
Background & Description

Zamzam B2B has developed a new workflow providing end to end automation. Through this workflow, external agents can connect to Saudi Umrah Operator, and:

- Save their booking requests as drafts
- Send the drafts to their umrah operators to make their bookings.

System generated emails and notifications are sent to both external agents and umrah operators for every single step throughout the booking journey.

User Journey for External Agents



User Journey for External Agents Registration

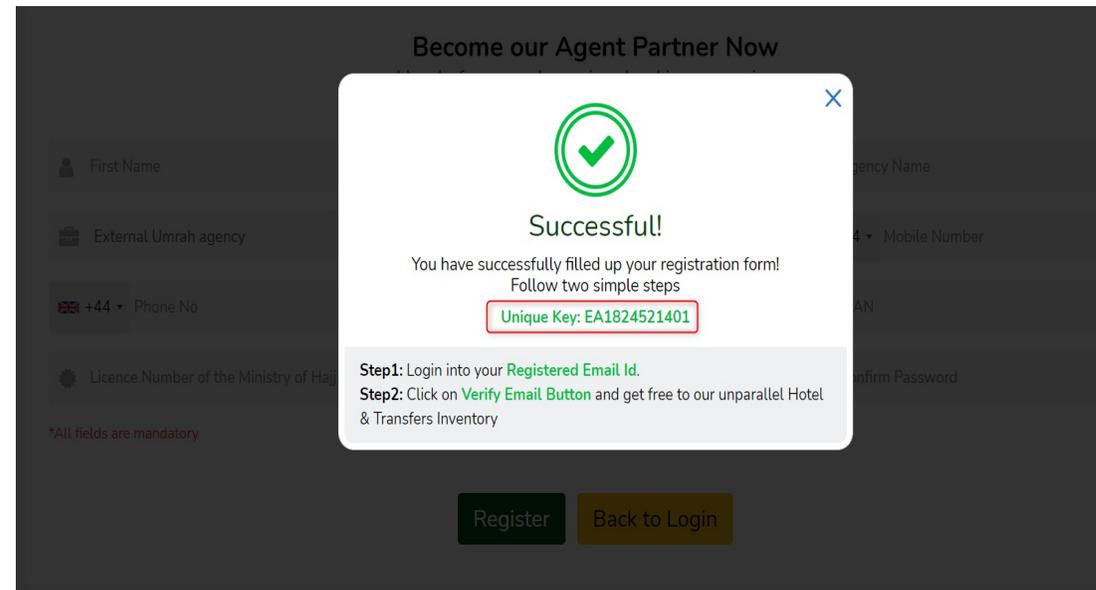
External agents can register themselves on agents.zamzam.com by filling in all the necessary details as shown in below screenshot

Become our Agent Partner Now
Hassle free umrah services bookings experience

<input type="text" value="Mohammed"/>	<input type="text" value="Ahmed"/>	<input type="text" value="Hajar Umrah"/>
<input type="text" value="External Umrah agency"/>	<input type="text" value="United Kingdom"/>	<input type="text" value="+44 6523975569"/>
<input type="text" value="+44 8943234356"/>	<input type="text" value="mohammed@hajar.com"/>	<input type="text" value="SA32134234333"/>
<input type="text" value="4323"/>	<input type="password"/>	<input type="password"/>

*All fields are mandatory

On successful registration, the External Agent will see below message



User Journey for External Agents

Sending Connection request to Saudi Umrah Operator

External agent can send request to their respective Saudi Umrah Operator for linking on Zamzam B2B as shown in screenshot.

For sending linking request, the external agent needs to enter the Unique Key of their Umrah Operator (starting with UO) and click on "Send Connection Request"

https://agents.zamzam.com/ApprovalProcess/LinkingProcess

zamzam

Mobile + 966 9200 33 845 | Email: Support@zamzam.com
Unique Key: EA1824521401

FAQ Logout

UO1824 [REDACTED] **Send Connection Request**

Saudi Umrah Operators are only allowed to make booking and generate BRNs as per regulations. To facilitate & simplify your booking requests to your Umrah operator, please **Enter the Unique Key** of your Umrah operator and send the request for linking.
(The Unique key can be obtained from your Umrah Operator)

User Journey for External Agents

Sending Connection request to Saudi Umrah Operator

External agent will see below screen, after submitting the connection request to Saudi Umrah Operator.

Note:

1. External Agent can obtain Saudi Umrah Operator's Unique key (Starting with UO) from their Saudi Umrah Operator
2. In case the Saudi Umrah Operator doesn't have his Unique Key, the External Agent needs to ask the Saudi Umrah Operator to register on Zamzam B2B and get his Unique Key

https://agents.zamzam.com/ApprovalProcess/LinkingProcess



Mobile + 966 9200 33 845 | Email: Support@zamzam.com

Unique Key: EA1824521401

FAQ

Logout



Your connection request has been **sent successfully** to your licensed Umrah Operator (Abdullah Al Ansar). Approval is pending from Operator's end.



User Journey for External Agents

Sending Draft Bookings to Saudi Umrah Operator

Once Saudi Umrah Operator accepts the connection request from the External Agent, the external agent can login into Zamzam B2B and interact with variety of menu options

External Agents then can search for the required service (hotel or transportation) and select the hotel/transportation needed

https://agents.zamzam.com/HotelSearch/HotelSearch

Mobile + 966 9200 33 845 | Email: Support@zamzam.com العربية | English Unique Key: EA1824521401

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Hotel Transfer Queues FAQ Admin Welcome Mohammed Ahmed | Logout

And complete the Hajj and Umrah for Allah

City Makkah Madina

Check In Check Out No of Rooms 1 Room | 2 Adult | 0 Child Nationality United Kingdom

Enter Hotel Name (Optional) Select Sub Pcc (Optional) Search

Mobile + 966 9200 33 845 | Email: Support@zamzam.com Unique Key: EA1824521401

zamzam

Hotel Transfer Queues FAQ Admin Welcome Mohammed Ahmed | Logout

Makkah (22-Sep-2021 - 27-Sep-2021) Modify

Applied Filter CLEAR 2 Hotels Found Matching Your Search Sort by budget: Low to High

Jabal Alnoor Hotel ★★★★★
Makkah
محافظة الأمير عبد الله الفيصل, Makkah, Makkah, Saudi Arabia,
m
SAR 751.82
Min Total Price (Incl. Taxes)
Book

Botol Ajyad ★★★★★
Makkah
البحر, Makkah, Makkah Province, Saudi Arabia,
Batoul Ajyad Hotel is located in Makkah. 1.200 m away from Holy Haram and Abraj Albait Towers All Rooms are modern furnished and equipped with Split Air condition, and fitted with Wardrobe, Flat Scree... Show more
SAR 986.42
Min Total Price (Incl. Taxes)
Book

User Journey for External Agents

Sending Draft Bookings to Saudi Umrah Operator

The External agent can fill in the details of the passenger and click on "Send to Umrah Operator for Booking"

On successful submission of the draft booking, the external agent will see below message on the screen.

The screenshot shows the Zamzam booking interface. At the top, there is a navigation bar with the Zamzam logo, contact information (Mobile +966 9200 33 845, Email: Support@zamzam.com, Unique Key: EA1824521401), and a user welcome message (Welcome Mohammed Ahmed | Logout). Below the navigation bar, there are tabs for Hotel, Transfer, Queues, FAQ, and Admin. The main content area is divided into two columns. The left column contains 'Booking Details' for Botol Ajjad, including check-in and check-out dates, and a table of room details. The right column contains a 'Sales Summary' table. A red box highlights the 'Send to Umrah Operator for Booking' button located below the sales summary.

Room(s)	Room Type	Room Details	Adult(s)	Child
Room 1	haram view - Room only	Room only	2	0

Sales Summary	
No of Rooms	1
Total Base Price	SAR 827.75
VAT	SAR 158.67
Total	SAR 986.42

The screenshot shows the same Zamzam booking interface as above, but with a success message overlay. The message reads: "Your draft has been sent successfully to your Umrah Operator" and includes a "Move to Draft Queue" button. The "Send to Umrah Operator for Booking" button is still visible in the background.

User Journey for External Agents

Sending Draft Bookings to Saudi Umrah Operator

The external Agent can see and track all his booking drafts which he has sent to his Saudi Umrah Operator in the Queue.

The screenshot displays the Zamzam external agent dashboard. At the top, the Zamzam logo is on the left, and contact information (Mobile +966 9200 33 845 | Email: Support@zamzam.com) and a Unique Key (EA1824521401) are on the right. A navigation bar includes buttons for Hotel, Transfer, Queues (highlighted with a red box), FAQ, and Admin. Below this, a 'My Bookings' dropdown menu is open, with 'BookingDrafts' selected and highlighted with a red box. The main content area shows a draft booking for 'Hajar Umrah' by 'Botol Aiyad' with a total value of SAR 986.42. A 'Draft Sent' button is visible. The booking details table is as follows:

Draft Booking Id	Check In	Drafted On
22866	22-Sep-2021	19-Sep-2021
	CheckOut date	
	27-Sep-2021	
Lead Traveller	Pax Count	
Mr. Sadique Ahmed	2	

An 'Open' button is located at the bottom right of the booking details. On the right side, there are search filters for Hotel Name, Draft Booking Id, Check In, Check Out, and Drafted On, along with checkboxes for Draft and Reject, and 'Apply' and 'Clear' buttons.

2

User Journey for Saudi Umrah Operator



User Journey for Saudi Umrah Operator Registration

Saudi umrah operators can register themselves on agents.zamzam.com by filling in all the necessary details as shown in below screenshot

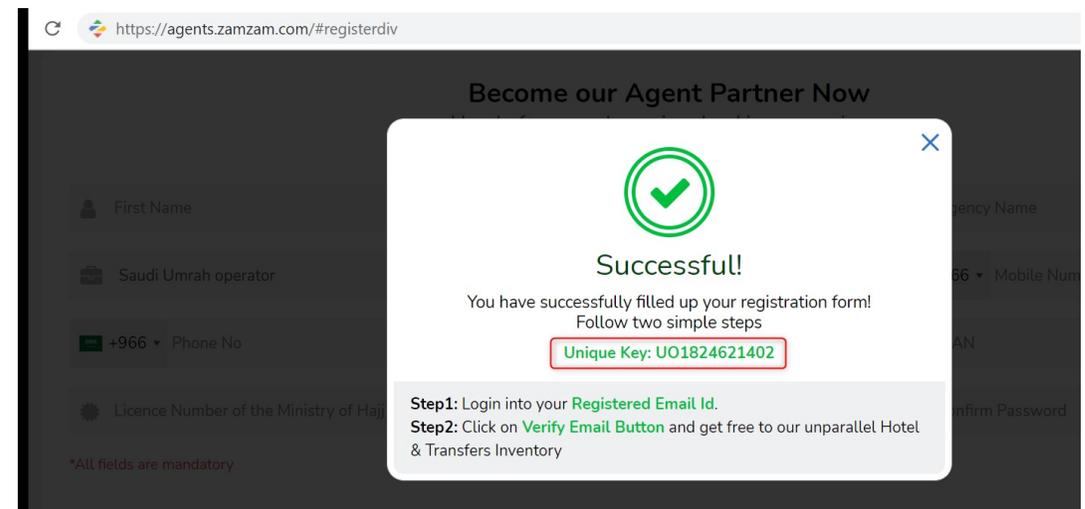
Become our Agent Partner Now
Hassle free umrah services bookings experience

Mohammed	Ahmed	Hajar Umrah
External Umrah agency	United Kingdom	+44 6523975569
+44 8943234356	mohammed@hajar.com	SA32134234333
4323

*All fields are mandatory

Register **Back to Login**

On successful registration, the Saudi Umrah Operator will see below message



Note: -The Unique Key for Saudi Umrah Operator starts with UO. Saudi Umrah Operator needs to share this Unique Key with their External Agents so that the External Agents can request for connection to them

User Journey for Saudi Umrah Operators Accepting Connection request received from External Agents (EA)

The connection Requests sent by the external Agents can be accessed under Queues as shown in image

Clicking on "Connection Requests" would list down all the requests by EA to the respective Saudi Umrah Operator

The screenshot shows the zamzam website interface. At the top, there's a navigation bar with the zamzam logo, contact information (Mobile + 966 9200 33 845, Email: Support@zamzam.com), and a language selector (English | العربية). A unique key (UO1824621402) is displayed. Below the navigation, there are tabs for Hotel, Transfer, Queues, FAQ, and Admin. The 'Queues' tab is selected, and a dropdown menu is open, showing options: My Bookings, Connection Requests (highlighted with a red box), and Draft Bookings. Below the menu, there's a search form with fields for City (Makkah or Madina), Check In, Check Out, No of Rooms (1 Room | 2 Adult | 0 Child), Nationality (Saudi Arabia), and an optional field for Hotel Name. A Search button is located at the bottom right of the form.

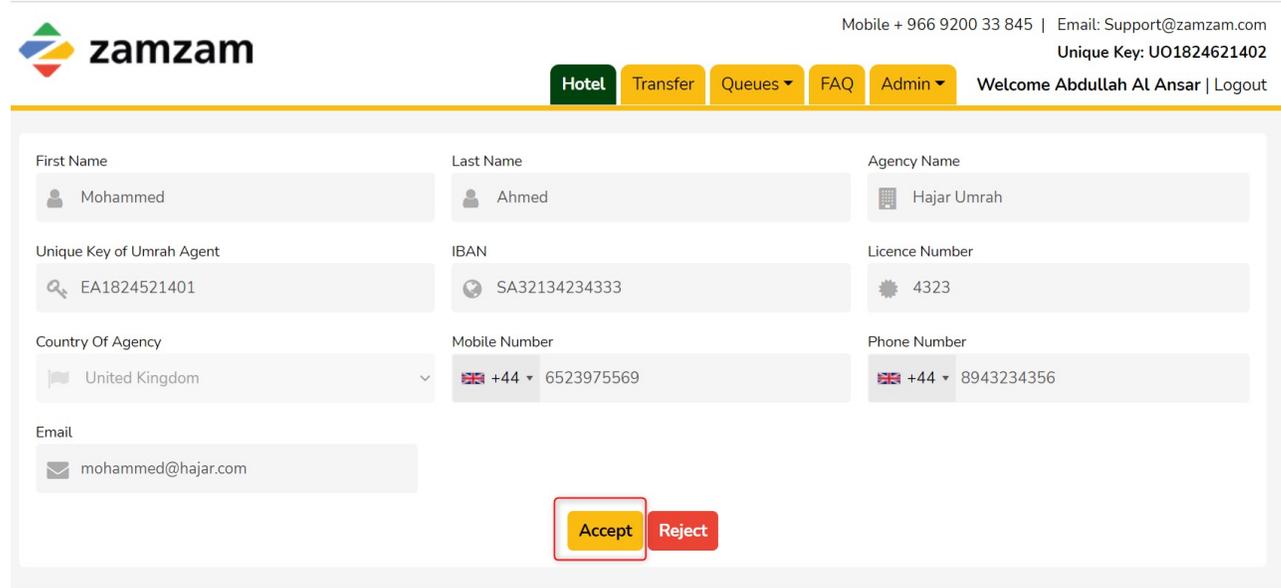
The screenshot shows the details of a pending connection request. At the top, there's a navigation bar with the zamzam logo, contact information, and a language selector. Below the navigation, there are tabs for Hotel, Transfer, Queues, FAQ, and Admin. The 'Queues' tab is selected. Below the tabs, there's a pagination bar showing '1 of 1 pages' and a 'Connect with umrah agent' button. The main content area displays the details of the request: Hajar Umrah (EA1824521401), United Kingdom, IBAN: SA32134234333, Date of Request: 18-Sep-2021, and a 'Pending' status. To the right, there's a 'Contact Details of Umrah Agent' section with Name: Mohammed Ahmed, Phone: 44-8943234356, Mobile: 44-6523975569, and Email ID: mohammed@hajar.com. Below this, there's a 'Search By' section with checkboxes for New Requests, Rejected, and Approved, and input fields for Agency Name, Agent Unique Key, IBAN, and Date of Request. There are 'Apply' and 'Clear' buttons at the bottom of the search section.

User Journey for Saudi Umrah Operators

Accepting Connection request received from External Agents (EA)

The Saudi Umrah Operator can open the request, see the details of the external agent and accept (or reject) the request for connection.

Email notification is sent in case of acceptance or rejection of request



The screenshot displays the Zamzam Umrah Operator interface. At the top, the Zamzam logo is on the left, and contact information (Mobile +966 9200 33 845, Email: Support@zamzam.com, Unique Key: UO1824621402) is on the right. A navigation bar includes buttons for Hotel, Transfer, Queues, FAQ, and Admin. The main content area shows a form for an external agent with the following details:

First Name	Last Name	Agency Name
Mohammed	Ahmed	Hajar Umrah
Unique Key of Umrah Agent	IBAN	Licence Number
EA1824521401	SA32134234333	4323
Country Of Agency	Mobile Number	Phone Number
United Kingdom	+44 6523975569	+44 8943234356
Email		
mohammed@hajar.com		

At the bottom of the form, there are two buttons: "Accept" (highlighted with a red box) and "Reject".

User Journey for External Agents

Confirming draft booking request from External Agents

The Saudi Umrah Operator can check the booking drafts prepared and sent by the external agents under the Queue

The screenshot shows the Zamzam website interface. At the top, there is a navigation bar with the Zamzam logo on the left and contact information on the right: Mobile + 966 9200 33 845 | Email: Support@zamzam.com | English | العربية | Unique Key: UO1824621402. Below the navigation bar, there are several menu items: Hotel, Transfer, Queues (highlighted with a red box), FAQ, and Admin. A dropdown menu is open under 'Queues', showing options: My Bookings, Connection Requests, and Draft Bookings (highlighted with a red box). The main content area features a search form with the following fields: City (radio buttons for Makkah and Madina), Check In (calendar icon), Check Out (calendar icon), No of Rooms (dropdown menu showing 1 Room | 2 Adult | 0 Child), Nationality (dropdown menu showing Saudi Arabia), Enter Hotel Name (Optional) (text input), Select Sub Pcc (Optional) (dropdown menu), and a Search button.

User Journey for External Agents

Confirming draft booking request from External Agents

From the list of draft bookings, the Saudi Umrah Operator can open the booking draft and make it as a confirmed booking by paying the booking through his own IBAN

The screenshot shows the Zamzam external agent dashboard. At the top, there is a navigation bar with the Zamzam logo, contact information (Mobile +966 9200 33 845, Email: Support@zamzam.com, Unique Key: UO1824621402), and a welcome message for Abdullah Al Ansar. Below the navigation bar, there are tabs for Hotel, Transfer, Queues, FAQ, and Admin. The main content area displays a list of draft bookings. The first booking is highlighted, showing details for 'Hajar Umrah Botol Ajjad' with a draft booking ID of 22866, a total price of SAR 986.42, and a 'Draft Sent' status. The booking details include check-in and check-out dates (22-Sep-2021 to 27-Sep-2021), lead traveller information (Mr. Sadique Ahmed), and a pax count of 2. There are 'Reject' and 'Open' buttons for this booking. On the right side, there is a search filter section with fields for Agency Name, Hotel Name, Draft Booking Id, Check In, Check Out, and Drafted On, along with checkboxes for Draft and Reject, and 'Apply' and 'Clear' buttons.

The screenshot shows the details of a draft booking for 'Hajar Umrah Botol Ajjad'. The booking details include the agent name, location (Makkah, Saudi Arabia), check-in and check-out dates (22-Sep-2021 to 27-Sep-2021), and a table of room details. The room details table shows one room (Room 1) with a haram view, room only, for 2 adults and 0 children. Below the room details, there is a section for 'Enter Guest Details' with fields for Lead Guest (Mr. Sadique Ahmed), Lead guest mail id (sadique@zamzam.com), and Nationality (United Kingdom). On the right side, there is a 'Sales Summary' section showing the total price (SAR 986.42) and a 'Show Details' link. Below the sales summary, there is a form for payment details, including the IBAN Account Number (SA43254354756765) and the Google Auth Code (654345). There is a 'Continue' button and a warning message: 'Dear Client, Google Auth Token expires in 30 secs. Please enter token well in advance to confirm booking.'

User Journey for External Agents

Confirming draft booking request from External Agents

On successful payment, the booking is created successfully and the BRN is generated for the draft booking created by the external agent and finalized and booked by the Saudi Umrah Operators

The screenshot displays the Zamzam user interface for an external agent. At the top, the Zamzam logo is on the left, and contact information (Mobile +966 9200 33 845 | Email: Support@zamzam.com) is on the right. A navigation bar includes buttons for Hotel, Transfer, My Bookings (highlighted), FAQ, and Admin. A welcome message 'Welcome Demo Agent | Logout' is also present.

The main content area shows a booking confirmation for 'Botol Ajyad'. The booking reference number (BRN) is MQM00178136AAOE:271068263, with a 'Copy' button. A green 'Vouchered' status is displayed. The booking was made by a 'Demo Agent' on '19-Sep-2021' with a transaction ID: 210919114333_fb11ed62-bdb6-6927-1410-259d641f0230. The trip ID is HT-93VJU.

Booking Details: Botol Ajyad, Check In: 22-Sep-2021 | Check Out: 27-Sep-2021 | 5 Nights. A 'Cancel Booking' button is visible, with a note: 'Cancellation can be requested after 5 minutes from booking time.'

Room(s)	Room Type	Room Details	Adult	Child
Room 1	STANDARD ROOM - Room Only	Room Only	2	0

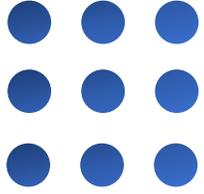
[Show Room Description](#)

Sales Summary:

No of Rooms	1
Total Base Price	SAR 550.13
VAT	SAR 90.65
Grand Total	SAR 640.78

[+ Show Details](#)

The confirmed bookings can be viewed by both External Agents and Saudi Umrah Operators under their respective logins under the My Bookings Queue.



THANK YOU

SERVING
YOU
DIFFERENTLY

+ YOUR GATEWAY TO KSA

Joint venture with tboholidays.com بالشراكة مع



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