



Travel 360 User Manual

Umrah & Hajj agency management system

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This manual contains no passwords or login details.

1. Before You Start

What Travel 360 is

Travel 360 is a complete management system for Umrah and Hajj operators. It replaces the register and the spreadsheets: you price a group, take bookings, collect instalments, track visas, allot rooms, and your accounts post themselves as you work.

Everything is in one place. A booking taken at the counter appears on the manifest, in the accounts and in the customer's own login without anyone typing it twice.

Signing in

Open your agency address in a browser, for example `yourname.travel360.pk`, and add `/admin` at the end.

Enter the email and password given to you. If you get the password wrong five times the account locks for fifteen minutes; that is deliberate, and it protects you.

Never share a login. Every change is recorded against the person who made it, and a shared login means nobody can be asked about anything.

Who can see what

Staff are given roles, and roles carry permissions. A counter clerk can take a booking but may not be allowed to cancel one or to see profit figures.

Ask your administrator to set this up before your staff start. It is much easier than correcting it later.

2. Setting Up (Administrator)

Your agency details

Go to Settings and enter your agency name, address, phone and email. These appear on receipts, quotes and your public website.

Upload your logo. It is used on printed documents and on your website.

Staff and roles

Users, then Add User. Enter their name and email and choose a role.

The person receives an invitation by email and sets their own password. You never see or set it, which is how it should be.

Hotels

Umrah, then Hotels. Add each hotel with its city, star rating, distance from the Haram and walking time.

Then add its rates: per person, per night, for each sharing basis, with the dates they apply. Ramadan rates are separate rows with Ramadan dates.

Two rates for the same hotel, sharing basis and overlapping dates are refused. That is on purpose: otherwise nobody could say which one applied.

Suppliers and packages

Add your consolidators and ground handlers under Suppliers.

Then build a package: name it, set nights in Makkah and Madinah, and choose the hotel for each city.

3. Pricing a Group

Creating a departure

Umrah, then Packages, then open a package and add a Departure. Enter the departure and return dates and the capacity.

The capacity is the number of seats you actually hold. The system counts bookings against it and will not oversell.

The cost sheet

Open the departure and click Cost Sheet. Enter visa cost, transport cost, ticket cost and any other cost, then your margin per person.

Hotel costs are filled in from the rates you entered, chosen by the departure date. A group flying in Ramadan is priced at Ramadan rates automatically.

IMPORTANT: the air ticket is entered in your selling currency, not in riyals. The exchange rate is applied to hotel, visa and transport costs only. Entering a rupee ticket price where riyals are expected multiplies it by the exchange rate.

If it refuses to save

The cost sheet will not save if a hotel rate is missing. It tells you which city and which sharing basis.

This is the single most useful safeguard in the system. A group priced without one of its costs looks like a good margin until the invoices arrive.

Saving the prices

When the sheet is complete, save it. The prices are stored, and those stored figures are what your website, your counter and your receipts all use.

Nothing recalculates behind you. If the exchange rate moves next week, the price you quoted today does not change.

4. Taking a Booking

Adding the pilgrim

Pilgrims, then Add Pilgrim. If you have their passport, use Scan Passport: the machine readable strip fills the form and you check it before saving.

Enter the name exactly as printed in the passport. Not the name they use, not a shortened version. Airlines and visas match on the printed name.

If the passport number already exists, the system tells you before the form opens rather than creating a second record for the same person.

Creating the booking

Bookings, then New Booking. Choose the departure, the pilgrim and the sharing basis.

The price comes from the saved cost sheet. You cannot type a different figure, which is what stops two staff selling the same trip for different amounts.

If a sub-agent is paying, choose them under Billed To. The trip stays with the pilgrim; the money is owed by the agent.

Instalments

Set a deposit and the number of instalments. The balance is always due before departure, and rounding lands on the last instalment so the parts add up exactly.

Overdue instalments are emailed to your agency every morning, ordered by which group leaves first.

Holding a seat

If somebody wants a seat but has not paid, use Hold Seat and set the hours. Twenty four is normal.

The hold warns you before it lapses and releases itself if nothing is paid. Once any money has arrived it will never cancel on its own, because then the money is yours to account for.

5. Taking Payments

At the counter

Open the booking and click Record Payment. Enter the amount, the date and the method.

A numbered receipt is produced with the amount written in words, in lakh and crore. Print it from the browser; there is nothing to install.

Payments are never edited or deleted. A mistake is corrected by recording a negative adjustment, so the history stands and the ledger still agrees.

Online payments

Bank transfer works from your first day: the customer pays into your account and your staff confirm the slip.

Wallets and cards need your own merchant account with the provider. Approval usually takes a few days to a week, so apply early.

Your merchant credentials stay yours and the money settles into your own bank account.

When something looks wrong

Online payments that the bank has not confirmed are shown as needing attention. They are never closed automatically as failed, because the customer may well have paid.

Check the provider's own dashboard before telling anyone their payment did not go through.

6. Visas and Documents

Before applying

The system checks that the passport is valid for six months beyond the travel date. If it is not, it names the date it must be valid until.

Collect the documents first. The visa cannot be moved forward until they are recorded.

Working the board

Visa, then the board. Move applications through the stages as they progress. Stages cannot be skipped.

A refusal that is fixed and resubmitted starts a fresh clock, so it does not sit there looking stuck.

Applications with no movement for ten days are flagged, and visas expiring before travel are shown in red.

7. Rooming

Automatic allotment

Rooming, then choose the departure and the city. Click Auto Allot.

Families are kept together, men and women are separated, and infants take no bed.

Anything you placed by hand is never overwritten by a later automatic run.

Sending it to the hotel

Click Export. You get an Excel rooming list, with any missing passports highlighted so the hotel does not have to ask.

8. Sub-Agents

Adding an agent

Accounts, then Agents and Customers, then New Account. Choose type Agent.

Set their credit limit and credit days. A limit of zero means no limit is checked; it does not mean unlimited is safe.

If they already owed you something before you started using the system, record an opening balance so their statement is right from day one.

Their rates

Open the agent and click Rates. Add what they pay: a fixed amount off each ticket, a percentage off packages, or a contracted price.

Set a minimum price as a floor. It stops a mistyped discount selling below cost.

Rates run in order and the first match wins, the same way markup rules do.

Their statement

The statement is your ledger filtered to that agent. There is no second set of books, so the figure you send them and the figure in your accounts cannot disagree.

Use the Ageing Report to see who owes what and for how long. Anything past sixty days needs a phone call rather than another reminder.

9. Your Website

Getting it live

Website, then Settings, then Create My Website. Fill in your name, tagline, phone, WhatsApp number, address and colours.

Nothing is public until you tick Website Is Live. Take your time over the content first.

Choosing what to show

Every hotel, package and vehicle has a Show On Website switch, and it is off by default.

That is deliberate. Agencies keep options they price with but do not advertise, and publishing everything automatically would put those in front of every visitor.

Content

Website, then Page Content. Each page is built from blocks: a paragraph, a feature, a question, a photograph, a customer's words.

Umrah FAQs and the steps of Umrah are supplied ready for you to edit. Pages that need your own words, such as About Us, are left empty and marked so you notice.

Enquiries

Website, then Enquiries. Every enquiry shows how many hours it has waited, and anything over a day turns red.

This is the number that decides whether a website earns anything. An enquiry answered within the hour usually converts; the same one answered two days later has already been quoted by somebody else.

10. Daily Routine

Every morning

Open the dashboard. It shows seat block deadlines, overdue instalments, passports expiring, and enquiries waiting.

Answer the enquiries first. They are the most perishable thing on the screen.

Before a group departs

Open the departure dashboard. It shows money outstanding, visas outstanding, passports expiring and rooms unallotted.

It says Ready only when all of them are clear. Do not rely on memory for this.

Every month

Check the Trial Balance. If it does not agree, the screen says so.

Send agent statements from the Ageing Report and follow up anything past sixty days.

11. Getting Help

Support

Contact Arfaa Tech directly, in Urdu or English. There is no reseller and no ticket queue between you and the person who wrote the software.

Phone and WhatsApp: 0316-7746464

Email: info@arfaatech.com

Website: www.arfaatech.com

Before you call

Note what you were doing, what you expected, and what happened instead. If there is a message on screen, read it out or send a photograph of it.

That usually turns a long conversation into a short one.