**Communications in moonstride**

*Centralise and manage your customer and supplier emails in one place—keeping all correspondence together for every booking. This feature is available with the* ***Email Centralisation add-on****.*

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**1. Customer Communication**

Use the **Customer Communication** screen to:

* Send emails directly to customers regarding their booking—this could include confirmations, reminders, itineraries, or additional information.
* View a complete trail of all emails previously sent to the customer, so your entire team can see the conversation history at a glance.

[Insert screenshot here: Customer Communication interface showing compose and communication history options]

**2. Supplier Communication**

Use the **Supplier Communication** screen to:

* Email suppliers about service confirmations, amendments, updates, payment details, or special requirements related to the booking.
* Review the entire history of emailed correspondence with a supplier for full traceability and auditability.

[Insert screenshot here: Supplier Communication interface with message trail and email send window]

**3. See Also**

* [Quotation Communication](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Manage Documentation](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Email Templates and Branding](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)

**Summary**

With moonstride’s Communications add-on, all booking-related emails—whether to the customer or to the supplier—are managed in a single, searchable place. This makes it easier to keep everyone informed and maintain a traceable record of your interactions throughout the booking lifecycle.