**Configuration FAQs**

**Can we amend the recommended deposit amount or remove it entirely if we do not need this function?** Yes, you can set up a deposit rule to calculate a recommended deposit amount of zero for any quotation or booking. This way, the recommended deposit will always show as zero according to your rule. You can still enter the actual deposit amount manually in each booking if required.

**Is it possible to change the name of a pipeline stage, for example to 'sales initial stage', 'ongoing', or 'final stage'?** Yes, you can update pipeline stage names to match your business needs. Go to Widgets → Widget → Pipeline Stage, click the Actions gear for the stage you want to change, then select Edit to enter your preferred name.

**Our customers only pay by card. Can I remove other payment options like cash or cheque?** Yes, you can keep only the payment types relevant to your business. Navigate to Widgets → Widget → Payment Type. Remove the unwanted payment types, such as cash or cheque, so only card payments are available for selection.

**What is the purpose of the system dropdown?** The system dropdown feature lets you create and manage custom dropdown options for specific screens in moonstride. For example, you can add new choices to fields like Relationship by selecting the relevant screen and entering your desired option.

**Some important airports are missing from the platform. Can I add new airports?** Yes, you can add airports directly yourself. Go to Widgets → Geo Info → Airports, select the country from the dropdown, and if the airport is not listed, click Add. Fill in the required details and click Save.

**We provide transfer services only in Malta, but when searching for transfers, it shows locations from other countries as well. Can I limit this to certain destinations?** Yes, you can make unwanted locations inactive so they do not appear. On the Location screen, set any locations you do not want to appear to inactive by clicking the Inactive option for that location. If you wish to keep only certain countries active, you can also ask the moonstride support team for assistance.

**We want to send an automated email 60 days before a client’s travel date to ask for flight details and confirm their contact number. How should I set up this template?** You can set this up using the Automated Notification feature. Go to Widgets → Email & Notification → Automated Notification and create a rule to send your email 60 days before the travel date. For a detailed step-by-step guide, please see: [How to configure Automated Notifications](https://moonstride.freshdesk.com/a/solutions/articles/64000252723#Automated-Notification)