**Data Import in moonstride**

*Easily populate moonstride with your existing supplier, hotel, tour, and add-on data before you go live. This saves time, ensures accuracy, and gives you the best start in using the platform.*

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**1. Introduction**

Getting your data into moonstride is a key step to a smooth, professional launch. moonstride supports simple, reliable import of your customer, supplier, hotel, tour, and add-on data. Most imports can be done directly by you or assisted by our support team—choose the method that works best for your business.

**2. Importing Customer Data (Assisted Import)**

Currently, **customers can be imported by assisted import only**:

1. Download the customer Excel template from your onboarding manager or help portal.
2. Fill in your customers’ details according to the instructions. Double-check columns: Name, Email, Phone, Address, etc. *Insert screenshot here of the customer Excel template*
3. Send your completed file to the moonstride support team, who will carry out the import.
4. Once completed, review your records under **CRM > Customer > Customer List**.

*Tip: Double-check data before sending to avoid errors or omissions.*

**3. Importing Suppliers**

**You can import suppliers using either Self-Import or Assisted Import:**

**Self-Import**

1. Navigate to **B2B > Supplier Accounting > Supplier**.
2. Click the **Actions** icon and select **Import Supplier**.
3. Download the supplier Excel template directly from moonstride.
4. Fill in your supplier information according to the template headers.
5. Upload the file using the same screen.
6. Verify your suppliers under **Supplier List**.

*Insert screenshot here of the Supplier Import screen*

**Assisted Import**

* Complete the template as above and email it to the moonstride support team.
* Our team will handle the import process for you.

**4. Importing Hotels & Related Data**

moonstride allows you to import a wide range of hotel information to streamline your contract management and pricing. For each import, you may use Self-Import or Assisted Import:

**Types of Hotel Data You Can Import**

* **Hotel Import:** Hotel details (name, address, category and much more)
* **Hotel Contract Import:** Contract details with hotels
* **Hotel Contract Import – Cancellation Policy:** Hotel-specific cancellation terms
* **Hotel Contract Import – Supplements:** Price supplements or add-ons
* **Hotel Contract Import – Booking Rule:** Booking conditions and rules
* **Hotel Contract Import – Allocation / Stop Sale:** Allocation and stop-sale periods
* **Room Import:** Room types and characteristics
* **Rate Import:** Room rates and pricing

**Self-Import for Hotels**

1. Navigate to **Services > Hotels > Manage Hotels**. *Insert screenshot here of the Manage Hotels screen*
2. Click the **Action** button.
3. Select the import type:
   * **Hotel Import**
   * **Hotel Contract Import**
   * **Hotel Contract Cancellation Policy**
   * **Hotel Contract Supplements**
   * **Hotel Contract Booking Rule**
   * **Hotel Contract Allocation / Stop Sale**
   * **Room Import**
   * **Rate Import**
4. Download the sample Excel file, complete it according to the header instructions, and save.
5. Upload your completed file by selecting the corresponding import type.
6. Review imported data in the respective hotel management screens.

**Assisted Import for Hotels**

* Download and fill out the templates as above.
* Email your sheets to the moonstride support team for review and import.

*Tip: Each import type requires a separate template—ensure you use the correct format for each data area.*

**5. Importing Tours & Rates**

Similar to hotels, moonstride provides self-import and assisted import for tours and rates.

**Types of Tour Data You Can Import**

* **Tour Import:** Details about each tour or activity
* **Tour Rate Import:** Pricing and rate information for tours

**Self-Import for Tours**

1. Go to **Services > Tours/Activity > Manage Tours/Activity**. *Insert screenshot here of the Manage Tours/Activity screen*
2. Click the **Action** button.
3. Select the import type:
   * **Download Tour Sample**
   * **Download Tour Rate Sample**
4. Download the sample Excel file, complete it according to the header instructions, and save.
5. Upload your completed file by selecting the corresponding import type.
6. Review and verify your tour and rate data in the Tours management screen.

**Assisted Import for Tours**

* Download the sample files as above, fill in your information, and email to support for import.

**6. Importing AddOns**

Enhance your service listings with add-ons—extra products or services such as insurance, transfers, or other special arrangements.

**Self-Import for AddOns**

1. Go to **Services > AddOns > Manage AddOns**. *Insert screenshot here of the Manage AddOns screen*
2. Click the **Action** button.
3. Select the **Add Ons Import** option
4. Download the sample Excel file, complete it according to the header instructions, and save.
5. Upload your completed file using the same screen.
6. Review and verify your AddOns data in the Manage AddOns screen.

**Assisted Import for AddOns**

* Fill out your AddOn template and email to moonstride support for bulk import.

**7. Frequently Asked Questions**

**Q: Where can I find all sample import templates?** A: Each import screen in moonstride offers a direct download of the exact template required. You can also request them from your onboarding team.

**Q: Can I update imported records after upload?** A: Yes. All imported data (suppliers, hotels, tours, add-ons) can be reviewed and edited in-system.

**Q: What should I do if my import fails or data isn’t showing correctly?** A: Check your column headers match the sample file exactly. If issues persist, contact support immediately for assistance.

**8. See Also**

* [CRM Overview](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Supplier Management Guide](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Hotels & Contracts Import in Depth](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Tour Data Management](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [AddOns & Supplementary Service Setup](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Go Live Checklist](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)

**Summary & Next Steps**

Importing your data accurately ensures smooth use of moonstride from day one—saving your team hours of manual entry. Use the self-import steps above for convenience and direct control, or choose assisted import for a hands-off experience. Whenever in doubt, our support team is ready to help you.