**Quotation FAQs**

**What is a quotation management system?** A quotation management system like moonstride lets you quickly generate, personalise, and manage custom quotes for guests. It covers everything—services, itineraries, passenger details, documentation, financial summary, and communications—all the way to converting a quote into a booking.

**What features make moonstride quotation better than others?** moonstride's system includes:

* Multiple tour options within a single quote
* Smart itinerary builder and a choice of templates
* Clear net/selling prices to prevent errors
* Central management of supplier and customer communications
* Group quotations (add-on)
* Agent quotations and commission tracking
* One-stop documentation per quote
* Quick attachment of notes, tags, and terms from templates

**Can a quotation have services in multiple currencies?** Yes, moonstride’s built-in currency converter lets you use supplier prices in their currency, then auto-converts to the guest's currency using your system’s exchange rate setup.

**Can I modify or delete services in a quotation?** Yes, you can update or remove services at any time using the Service tab when editing a quotation.

**Can we add multiple tours in the same quotation?** Absolutely. Add as many tour options as you need. If the customer selects one, simply delete the rest and confirm the booking.

**Can I add and remove passengers from a quotation?** Yes. Use the Passengers section in the quote to add or remove passengers as needed. If passenger numbers change after adding services, update the services and costing accordingly.

**Can individual preferences be managed for each passenger in a quotation?** Yes, you can record and save individual preferences and notes for each passenger—including documents like passports—which are stored for future bookings.

**Can I allocate specific services to specific passengers in a group quote?** Yes, moonstride’s passenger allocation lets you assign special services to individual passengers within the group quotation.

**How can I send a quotation to the customer?** Use the dedicated itinerary section—view as PDF or HTML, or email the quote directly. Choose the format and template before you send.

**Can I add highlights, inclusions, exclusions, and day-wise descriptions to the itinerary?** Yes, the itinerary section lets you specify highlights, inclusions/exclusions, and day/service-level descriptions in detail.

**Can I add services not already in the system into a quotation?** Yes. You can manually add any off-platform service to a quotation.

**Can a quotation be converted into a booking?** Yes. With a single click, convert any quote into a booking. Ensure the quotation is linked to a customer or agent before conversion.

**Can I upload a unique cover image for every itinerary document?** Yes. Go to the Edit Itinerary section to upload a custom image using the ‘Upload Image’ function.

**Can we update the default content of the itinerary document?** Yes. In the Edit Itinerary screen, untick ‘Use default description’ and update your welcome note or custom description.

**Can I show only the total price on the itinerary?** Yes. In Edit Itinerary > Pricing Section, you can choose to show just the total price or detailed service prices as required.

**Where can I change the terms and conditions on the itinerary PDF?** Edit the "Terms & Conditions" via **Widgets > Itinerary Template > Action Icon "IDMAC" > Edit**. Update content in the “Terms & Conditions” section.

**How do I display location details in a quotation so they appear in the emails?** Set location descriptions from **Widgets > Location** by clicking the settings icon and then "Set Location Details." When you select this location in a quote, the details appear on customer documents.

**Can transfers in quotations/bookings have only pickup and drop-off dates, with no time?** Yes, pickup and drop-off times for transfer components are optional—you can leave them blank if not needed.

**Can I attach miscellaneous documents to a quotation or booking?** Yes, you can upload any relevant documents to a quotation or booking via the proofs and documents section.

**Can the Itinerary builder help manage daily tour capacities?** Yes, you can use the builder to update day-wise/service-wise descriptions, including specifying daily capacities for tours.

**Can I save and reuse passenger and passport info for bookings?** Yes, you can save lead and other passenger details—including passport info—and link them for future bookings.

**Can I pre-set an "Itinerary in Brief" in the itinerary PDF for all customers?** Yes, you can add static or common content in the Itinerary PDF from the “Itinerary Template” screen under the Content Details section.

**Will notes added to hotel components appear on customer documents?** Yes, choose where the note should appear (supplier, customer, voucher, invoice) using the ‘Show On’ option when adding the note.

**Can the system create a quotation showing the supplier amount/commission and total gross payment?** Yes, you can record supplier cost and gross amount for any service and include both values in the quotation.

**Can we set a custom calculation method for travel services before sending a quote?** Yes, for each service in the quotation, select the desired calculation method—prices will update to match your requirements before the quotation is sent.