**Supplier References in moonstride (Quotations)**

*Track, confirm, and record every supplier interaction, reference, and document in one place for each quote or booking. moonstride brings all supplier confirmations, communications, and references into a streamlined, auditable view.*

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**1. Supplier References Overview**

Access and manage all supplier reference statuses, confirmation communications, and documents from a single workspace.

**Navigation:** CRM → Quotation List → Actions → Supplier References

The Supplier References section contains three tabs:

* **Supplier Confirmation**
* **Supplier References**
* **Confirmation History**

*See below for a detailed breakdown of each.*

**2. Supplier Confirmation Tab**

**Table Structure & Navigation**

* The main interface displays a full, searchable list of all services in the quote/booking, each with service type, details, supplier name (with supplier info icon), confirmation status, notes, dates, document links, and email action buttons.
* Use the **View By** toggle (top left) to switch between displaying records by Service or by Supplier.

*Screenshot – Supplier References Main Table*

**Update Supplier Confirmation Status & Confirmation Number**

* The **Status** column displays the current confirmation status for each service.
* Click the pen icon to open the update dialog:

*Screenshot – Update Supplier Confirmation*

* Select the new **Service Status** from the dropdown (e.g., Confirmed, Amendment Requested).
* Add a **Confirmation Number** for each passenger if required.
* Set a **Date** for the update.
* Optionally, add Notes and attach documents using "Add Documents".
* Click **Save** to update.

**Add Documents & Request Documents**

* Use the **Documents** column ("Request Documents") to upload or download relevant files.
* Click the link to open the Uploaded Documents window, where you can view, download, or delete each file. Files show document type, short description, and upload date/time.

*Screenshot – Uploaded Documents Dialog*

**Email Communication with Supplier**

* Click the envelope icon in the **Email Communication** column to send an email or confirmation request:

Screenshot – Email to Supplier

* Choose **Branding Type** (Client or Sell Channel Branding).
* Select **Email Template** and fill in who the email is from and who it’s to.
* Customise the subject, contact details, and attachments.
* Attach PDFs and other documents as needed.
* For hotel confirmations, confirmation number will be displayed in the email as shown.

*Screenshot – Email with Confirmation Number*

* You may choose whether to show cost and/or price in your email to the supplier by ticking the respective checkboxes.
* When emailing about amendments or cancellations, all relevant info—including confirmation numbers—is shared.

**Verify & Confirm Service**

* Use the **Verify & Confirm Service** button (bottom left) to check live service availability and prices, and confirm services with the third-party services.

*Screenshot – Verify & confirm Service Button*

* If costs or prices have changed, the system highlights this and allows updating of supplier cost and/or customer price.
  + The “Update Supplier Cost” option ensures both supplier and customer prices match the latest values.

*Screenshot - Cost Change Verification*

* If any required passenger or contact details are missing, moonstride prompts you to complete those fields before confirming the service.

*Screenshot – Missing Fields Prompt*

*Screenshot – Passenger/Contact Person Details Dialog*

* For any "On Request" hotel, the status is clearly displayed for fast reference.

**View Supplier Information**

* Click the information icon next to the supplier’s name to see full supplier information, including contact details, booking portal, payment terms, and cancellation policy.

*Screenshot – Supplier Information Popup*

**View History & Email Communication Logs**

* Click the “View History” icon in the table to see the full history of confirmation requests, supplier actions, feedback times, and statuses for that service.
* The email icon/column logs all email communications for full auditability.

**Manage Service & Supplier Details**

* **Supplier Name**: If a booking portal or method is linked to the supplier, a button or URL is listed below their name for quick access.
* **Service Details**: Expand to see detailed service information, including supplements for hotels, or all dates, pickup/drop-offs for transfers.

*Screenshot – Transfer Service Details*

**Cancelled Services in Supplier Communication**

* For suppliers supplying multiple services (some cancelled), specify whether to include cancelled services in supplier emails using the dropdown in the Email column (All, Excluding Cancelled, or Cancelled only).

*Screenshot – Cancel/Include Cancelled in Supplier Email*

**3. Supplier References Tab**

* This tab lets you store and review all references, PNR numbers, and contact details for each service.
* Use the tabs at the top (Flights, Hotels, Tours/Activities, etc.) to toggle between service types.

*Screenshot – Supplier References – Flights & Hotels*

* Expand each service to add or edit booking references, outbound/inbound PNRs, airline details, or seat numbers for flight services.
* Click **Save** after updating references.
* "On Request" services are highlighted for reference, especially for hotels.

*Screenshot – On Request Tab Display*

**4. Confirmation History Tab**

* The **Confirmation History** tab provides a chronological log of all supplier confirmations and actions for the booking.
* Data includes request type, supplier, complete service details (with supplements listed), status, action history (by whom and when), confirmation dates, and a link to download the confirmation document.

*Screenshot – Confirmation History Table*

* Click the service info icon to expand for detailed view on any entry.

**5. See Also**

* [Manage Documentation for Bookings](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Quotation and Booking Communication](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Service Allocation & Pricing](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [GDPR and Compliance Audit](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)

**Summary**

Supplier References in moonstride bring every detail—confirmation status, communication, PNRs, hotel/transfer/tour specific notes, and full documentation—into one clear module. Use the tabs for each aspect, take realtime actions, share or verify details, and always maintain an auditable record with full traceability.