**Understanding Booking Types and Statuses in moonstride**

*Create, manage, and track travel bookings from first enquiry to final confirmation. moonstride supports multiple creation methods and booking types to match any business workflow, with clear status indicators every step of the way.*

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**1. Multiple Ways of Creating a Booking**

moonstride allows you to create bookings in three main ways, giving you the flexibility to match your sales and service process:

* **Enquiry → Quotation → Booking:** Start with a customer or agent enquiry, convert to a quotation, and then create a booking from the approved quote.
* **Quotation → Booking:** For returning or pre-qualified clients, start directly with a quotation and convert it to a booking once confirmed.
* **Direct Booking:** Use the “Add New Booking” screen to create a booking right away, bypassing the enquiry and quotation steps for immediate reservations.

*Insert screenshot here showing the navigation to “Add New Booking” or conversion workflow screens.*

**2. Types Of Booking**

moonstride supports two primary types of booking to cover individual and group requirements:

* **FIT Booking (Fully Independent Traveller):**
  + Customise and confirm individual travel packages tailored for solo travellers, couples, or families.
  + Each booking is built specifically for the needs and profiles of the traveller(s).
  + *Insert screenshot here showing an example of creating an FIT booking.*
* **Group Booking:**
  + Create and manage bookings for larger groups, such as corporate trips, events, or multi-family holidays.
  + Multiple packages and different options can be included within the same group booking.
  + Organisers can access a portal, add or manage invitees, review quotations, request changes, and make group payments.
  + *Insert screenshot here for the Group Booking interface and organiser portal.*

**3. Booking Status**

Every booking has a status that tracks its position in your workflow:

**New**

* ***Definition****:* The default status when a booking is first created, either directly or by converting a quotation.
* ***What it means****:* The booking is ready to be processed—add or confirm services, record payments, and continue updating as the booking progresses.
* ***Example****:* After you convert Quotation Q23374 with primary, passenger, and service details, clicking “Convert to Booking” opens a recalculation dialog. Review and continue to finish conversion. The booking appears with status ‘New’.
* *Insert screenshot here showing a booking with status "New".*

**Completed**

* ***Definition****:* Applied once you’ve finished adding all services and have sent the necessary documents to your customer.
* ***What it means****:* The booking process is finished; all actions are complete.
* ***How to use****:* Manually mark the booking as Completed when everything is finalised.

**Cancelled**

* ***Definition****:* Marks a booking as cancelled if the entire reservation is no longer needed.
* ***What it means****:* The booking is locked—no further changes can be made.
* ***How to use****:* Change the booking’s status to ‘Cancelled’ via the edit or actions menu.

**Confirmed**

* ***Definition****:* Status applied when you have confirmation from all suppliers or when a payment from the customer is received.
* ***What it means****:* The reservation is secured—services are confirmed, and the booking is ready for delivery.
* ***How to use****:* Manually update to ‘Confirmed’ when you have all supplier/customer confirmations or payments.
* *Insert screenshot here of a booking marked as Confirmed.*

**Note:** You can always manually edit the status of bookings as requirements or situations change.

**4. See Also**

* [Creating a New Booking](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Booking Lifecycle: Amend, Complete, or Cancel](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Group Booking Overview](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Booking Status Automation and Logic](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)

**Summary**

moonstride provides you with multiple booking creation paths (enquiry-to-quote, direct quote, direct booking) and robust status tracking for FIT and group bookings alike. Use the New, Complete, Cancelled, and Confirmed statuses to keep your records up-to-date and your sales process fully transparent.