**View Booking Details – Customer Web Portal (moonstride)**

*Give your customers full transparency and control—letting them securely view booking information, payment progress, passenger details, itinerary, and direct communications from their personalised portal dashboard.*

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**1. View Booking Details Overview**

Customers can review every aspect of their bookings using the moonstride web portal. On logging in, the dashboard reveals a list of bookings, each providing a one-stop view of all key information, tasks, and messages related to their trips.

**2. Navigating the Customer Portal Dashboard**

Upon customer login, the main portal dashboard displays:

* A list of all current and historical bookings
* Recent messages for fast communication
* Access to quotations and past bookings

[Insert screenshot here: Customer portal dashboard with booking list and messages]

**3. Booking Details & Key Sections**

Click **View Details** on any booking to access full, detailed information. The booking management view divides information into expandable/collapsible sections (as shown in the sample image):

[Insert screenshot here: Manage Booking screen with Trip Details, Price Breakdown, Itinerary, Trip Summary, Passengers, Recent Messages, Payment, and Itinerary PDF highlighted]

**Trip Details**

* Shows booking reference, name/description, trip coordinator, booking and travel dates, lead passenger, booking status, payment status, and number of travellers.
* Information is available at a glance for each booking.

**Price Breakdown**

* Itemises costs per passenger and for the booking overall.
* Displays total, balance, and breakdown by service if applicable.

[Insert screenshot here: Expanded Price Breakdown section]

**Itinerary**

* View the full, day-by-day or service-by-service trip plan for the booking.
* Includes daily schedules, confirmed services, and optional details.

[Insert screenshot here: Itinerary section expanded to show daily/programme view]

**Trip Summary**

* Quick overview of all major services, destination, and package highlights for the given trip.
* Displays PNR numbers and supplier references where available.

[Insert screenshot here: Trip Summary section with confirmed service references visible]

**Passengers**

* Lists all travellers linked to the booking.
* Customers can edit passenger information (personal, passport, preferences, emergency contacts) by clicking the three-dot menu beside each passenger.

[Insert screenshot here: Passengers section with edit menu visible]

* Search passengers or export the list to Excel for group coordination.

**Payment**

* Shows payment plan, schedule, balance due dates, deposit or instalment status.
* Users can click **Proceed to Payment** to make secure payments for themselves or their group.

[Insert screenshot here: Payment section with Proceed to Payment button]

**Recent Messages**

* Displays conversations between customer, staff, and other passengers.
* Customers can write messages to staff or other group members via the “Write Message” button.
* “View All” shows full message histories; search is available for easy filtering.

[Insert screenshot here: Recent Messages section and Write Message option]

**Itinerary PDF**

* Customers can generate, view, and download a PDF of their itinerary—ideal for offline access or sharing with others.

[Insert screenshot here: Itinerary PDF access and sample PDF output]

**4. See Also**

* [Customer Web Portal – Manage Profile](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Making Payments via Portal](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Passenger Self-Registration & Updates](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)
* [Customer Communications via Portal](https://platform.openai.com/playground/prompts?preset=preset-llp5NhIOF1eArNsL6eNRDo41)

**Summary**

The Customer Web Portal in moonstride lets every traveller manage their full journey in one place: booking status, payments, passenger details, itineraries, and secure communications. Expand the necessary sections, download important files, and stay in control throughout the trip.