

GUIDE FOR TRAVEL AGENCIES AND TOUR OPERATORS

Complete guide for travel agencies

Fareply puts WhatsApp, Instagram, Messenger, your website chat and email in one inbox, and drafts every reply for your team: prices from the tables you approved, answers from the texts you approved, in the traveller's language. This guide takes you from an empty account to your first automatic quote.

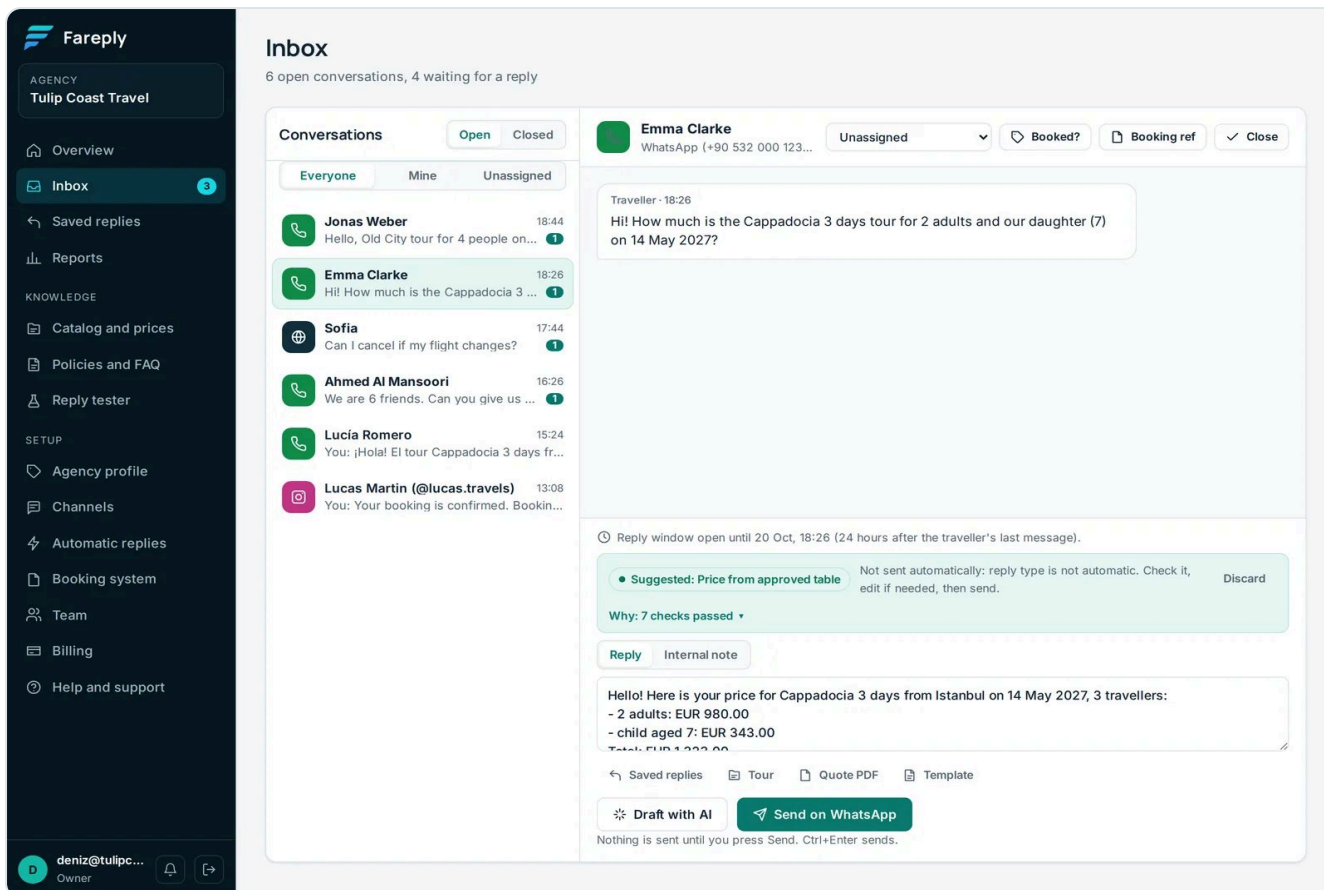
Contents

1. How Fareply works
2. Before you start
3. Step 1: Your agency profile
4. Step 2: Import your rate sheet
5. Step 3: Approve prices and test a quote
6. Step 4: Policies and FAQ
7. Step 5: Connect your channels
8. Step 6: Try the Reply tester
9. Step 7: Invite your team
10. Working in the inbox
11. When Fareply hands over to a person
12. From quote to booking
13. Switch on automatic replies
14. Overview and reports
15. A normal day with Fareply
16. Questions and problems

Need help with any step? Open **Help and support** in your dashboard, or write to support@fareply.com.

How Fareply works

A traveller writes on WhatsApp: "How much is the Cappadocia 3 days tour for 2 adults and our daughter (7) on 14 May 2027?". About ten seconds later the reply is waiting in your inbox, with the price for two adults and the child, taken from your approved price table. Someone on your team checks it and presses Send.



Every channel in one inbox. The suggested reply sits ready under the traveller's message.

Three rules decide what Fareply may say:

- **Prices come only from tables an owner approved.** The AI never writes an amount itself: the price engine calculates it, and a price check blocks any reply with a number that did not come from your table.
- **Other answers come only from texts an owner approved** on Policies and FAQ, such as your cancellation terms.
- **Anything else goes to a person:** bookings, discounts, complaints, special requests, or anything unclear. Fareply never guesses.

Before you start

- **Your rate sheet.** The price list you already send to partners or travellers: PDF, Excel, Word or even a photo.
- **Your booking terms.** Cancellation rules, what is included, pick-up times: the answers you give every day.
- **Access to your channels.** Your WhatsApp Business number, your Facebook Page and Instagram account, and your website if you want the chat there.

Every new agency starts with a 14-day free trial with Pro features and 500 AI replies, no card needed. Owners choose a plan on **Billing**; see [plans](#), [AI replies](#) and [invoices](#).

AGENCY

Tulip Coast Travel

Overview

Inbox 4

Saved replies

Reports

KNOWLEDGE

Catalog and prices

Policies and FAQ

Reply tester

SETUP

Agency profile

Channels

Automatic replies

Booking system

Team

Billing

Help and support

deniz@tulpc...

Owner

Good evening

Here is what is happening at Tulip Coast Travel today.

Open inbox

Waiting for a reply

4

4 unread messages in 6 open conversations

Suggestions used as written

100%

2 of 2 reviewed in the last 30 days

Tours with live prices

2 / 3

1 waiting for approval

Approved policies

2

1 draft to review

Latest conversations

View all

Newest first, across every channel.

Jonas Weber

Hello, Old City tour for 4 people on 5 December?

18:44

1

Emma Clarke

Hi! How much is the Cappadocia 3 days tour for 2 adults a...

18:26

1

Sofia

Can I cancel if my flight changes?

17:44

1

Ahmed Al Mansoori

We are 6 friends. Can you give us a discount on the Cappa...

16:26

1

Lucia Romero

You: ¡Hola! El tour Cappadocia 3 days from Istanbul el 10/6/202...

15:24

Lucas Martin (@lucas.travels)

You: Your booking is confirmed. Booking reference: TCT-27-04...

13:08

All set up

5 of 5 done

Import your catalog

Upload a PDF, Excel or Word price list.

Approve a price table

Only approved prices can ever be quoted.

Approve your policies

Cancellation, payment, what is included.

Connect a channel

WhatsApp, Messenger, Instagram, WeChat or website chat.

Invite your team

Agents reply, owners approve prices.

Channels

Manage

Where travellers reach you.

WhatsApp: +90 532 000 1234

Instagram: @tulipcoasttravel

Website chat: Tulip Coast Travel

Automatic replies: suggest only (your team checks every reply).

The **Overview** page shows the setup checklist and ticks each step as you finish it.

Step 1: Your agency profile

Open **Agency profile**. Add your name as travellers should see it, website, phone, email, logo, brand colour, time zone and main currency. The name, logo and colour appear in your website chat; the legal name, address and tax number go in the footer of your quote PDFs.

Fareply

AGENCY

Tulip Coast Travel

Overview

Inbox4

Saved replies

Reports

KNOWLEDGE

Catalog and prices

Policies and FAQ

Reply tester

SETUP

Agency profile

Channels

Automatic replies

Booking system

Team

Billing

Help and support

deniz@tulipco...
Owner

Agency profile

How travellers see your agency: in the website chat today, and on your branded quotes next.

✳ Still missing: logo.

Logo

PNG, JPEG or WebP, up to 2 MB. A square logo on a plain background looks best. We resize it to 512 px.

T

Upload logo

Preview

The top of your website chat.

T

Tulip Coast Travel

Usually replies within minutes

Hello, how much is the tour for two in July?

Name and contact

Shown to travellers. Leave empty what you do not want to show.

Name travellers see

Tulip Coast Travel

Website

https://tulipcoast.example

Phone

+90 212 000 0000

Email

hello@tulipcoast.example

Company details

For the footer of your quotes. Many countries expect them on a quote.

Legal name

Tulip Coast Turizm Ltd.

Tax or registration number

The preview shows how the top of your website chat will look.

Step 2: Import your rate sheet

Open **Catalog and prices** and choose your file under **Import a price list**. PDF, Excel (.xlsx), Word (.docx), PNG and JPG work, up to 20 MB. Fareply reads it in a few minutes and the status changes to **Ready to review**.

Fareply

AGENCY

Tulip Coast Travel

Overview

Inbox4

Saved replies

Reports

KNOWLEDGE

Catalog and prices

Policies and FAQ

Reply tester

SETUP

Agency profile

Channels

Automatic replies

Booking system

Team

Billing

Help and support

deniz@tulipc...
Owner

Catalog and prices

Your tours and their price tables. Fareply quotes only from tables an owner has approved.

Import a price list

PDF, Excel, Word or a photo. Fareply reads it, shows every price next to the text it came from, and creates **draft** price tables. Nothing goes live until an owner approves it.

Choose File

No file chosen

FILE	STATUS	PRICES FOUND	UPLOADED
tulip-coast-prices-2027-v2.pdf	Ready to review	10 (2 to check)	19 Oct 2026
tulip-coast-prices-2027.pdf	Imported	10 (2 to check)	19 Oct 2026

Tours

Open a tour to see its price tables, approve drafts or test a quote.

+ Add tour

TOUR	CODE	LIVE PRICES	
Cappadocia 3 days from Istanbul	CAP-3D	Approved v1	Open
Istanbul Old City full day	IST-0C	Approved v1	Open
Ephesus day trip from Kusadasi	EPH-1D	Not approved	Open

Uploaded price lists at the top, your tours and their live prices below.

Open the file to review it. Every price is shown next to the exact text it came from in your document, with the page number.

Fareply · Complete guide for travel agencies

5 / 21

Fareply

AGENCY

Tulip Coast Travel

Overview

Inbox

Saved replies

Reports

KNOWLEDGE

Catalog and prices

Policies and FAQ

Reply tester

SETUP

Agency profile

Channels

Automatic replies

Booking system

Team

Billing

Help and support

deniz@tulipc...

Owner

← Catalog and prices

Review: tulip-coast-prices-2027-v2.pdf

Rows with a warning are not selected. Tick them only after checking the original document. Importing creates drafts; an owner still approves each price table.

Prices found

10

in 3 tours

Passed every check

8

Need your eyes

2

- Cappadocia 3 days from Istanbul: 4 prices, 1 child price, 1 extra
- Istanbul Old City full day: 2 prices, 1 child price
- Ephesus day trip from Kusadasi: 1 price

2 to check: show the next one

Code	Tour title		Currency
CAP-3D	Cappadocia 3 days from Istanbul		EUR

IMPORT	FROM	TO	ROOM	PAX	BASIS	PRICE	FROM THE DOCUM
☒	01/11/2026	31/03/2027	double	2 - 12	per person	420	p.1: "Double or twi person (2 to 12 tra 420 high EUR 490 Make this its own
☒	01/04/2027	31/10/2027	double	2 - 12	per person	490	p.1: "Double or twi person (2 to 12 tra 420 high EUR 490 Make this its own
☐	01/11/2026	31/03/2027	single	1 - 12	per person	560	p.1: "Single room, 1 12 travellers) low E EUR 640" Make this its own
Group size does not fit the room type (a double room for 1 person, or a single room for several) Set group size to 1-1 (single room: 1 traveller)							
☐	01/04/2027	31/10/2027	single	1 - 12	per person	640	p.1: "Single room, 1 12 travellers) low E EUR 640" Make this its own
Group size does not fit the room type (a double room for 1 person, or a single room for several) Set group size to 1-1 (single room: 1 traveller)							

Child and infant prices

IMPORT	AGES	PRICE	ROOM	BED	FROM	TO	FROM THE DOCUM
p.1: "Children 2 to							

Rows that passed every check are ticked. Rows with a warning are not: compare them with your document first.

- **Passed every check:** the price appears in the quoted text, the text appears in your document, and dates and group sizes make sense. These are ticked for import.
- **Need your eyes:** something did not add up, for example a single room priced for a group of 12. Read the warning, use the one-click fix if it is right, or untick the row. Fixes change dates or group sizes, never a price.
- Child prices and extras (like a balloon flight) are listed in their own sections.

Click **Create drafts**. Policies found in your document, such as cancellation terms, are added as drafts to Policies and FAQ. More detail: [upload a rate sheet and approve prices](#).

Step 3: Approve prices and test a quote

Nothing goes live until an owner approves it. Open each tour from **Catalog and prices**, check the draft table and click **Approve**.

Fareply · Complete guide for travel agencies

6 / 21

Price tables

Every version is kept. Approving a draft replaces the live table.

VERSION	STATUS	CURRENCY	CONTENTS	APPROVED BY	
v1	Draft	EUR	1 price	-	View ✓ Approve

A draft waiting for approval. Until then this tour is never quoted.

Price tables

Every version is kept. Approving a draft replaces the live table.

VERSION	STATUS	CURRENCY	CONTENTS	APPROVED BY	
v1	Live	EUR	2 prices, 1 child, 1 extra	deniz@tulipcoast.example, 19 Oct 2026	View

After approval the table is **Live**, with who approved it and when.

Use **Test a quote** on the tour page to see exactly what a traveller would be quoted. Enter a date, the number of travellers (children included) and the children's ages.

Test a quote

Exactly what the AI gets: a price from the approved table, or a refusal.

Travel date	Travellers	Children's ages	Room type	
14/05/2027 	3 everyone, children too	7	double 	Get price

Extras: ☐ Hot air balloon flight

EUR 1323.00 total (EUR 490.00 per adult, price table v1) • 2 adults: EUR 980.00
• child aged 7: EUR 343.00

Two adults and a child of 7 in May: the high-season price, with the child at 70% of the adult price.

Approved tables cannot be edited, so every quote can be traced to the version it came from. To change prices, click **Start from the live version**, edit, save the draft and approve it. The new version replaces the old one.

Step 4: Policies and FAQ

Questions that are not about price ("Can I cancel?", "Is lunch included?") are answered only from texts an owner approved. Open **Policies and FAQ**, approve the drafts found in your rate sheet, and add your own: choose Policy, FAQ or Pricing rule, write the topic and the text exactly as travellers should read it, then **Add as draft** and **Approve**.

AGENCY

Tulip Coast Travel

Overview

Inbox 4

Saved replies

Reports

KNOWLEDGE

Catalog and prices

Policies and FAQ

Reply tester

SETUP

Agency profile

Channels

Automatic replies

Booking system

Team

Billing

Help and support

deniz@tulipc...

Owner

Policies and FAQ

The reply desk answers questions only from approved texts here. Prices never come from policies; they come only from price tables.

Add a policy, FAQ answer or pricing rule

Every number in an answer must appear in an approved text. Approved texts cannot be edited; add a new draft and archive the old one.

Kind

Policy

Topic or question

Cancellation policy

Text

Add as draft

Drafts 1

Check each one, then approve it so the reply desk can use it.

FAQ

Hotel pick-up time

Edit

✓ Approve

Archive

On tour days we pick you up from your hotel lobby between 07:30 and 08:00. Your guide sends the exact time the evening before.

manual

Approved, used in replies 2

Policy

Cancellation

Archive

Free cancellation up to 30 days before arrival. From 29 to 8 days before arrival we charge 50% of the price. Less than 8 days before arrival the tour...

Drafts at the top, approved texts below. Only approved texts are used in replies.

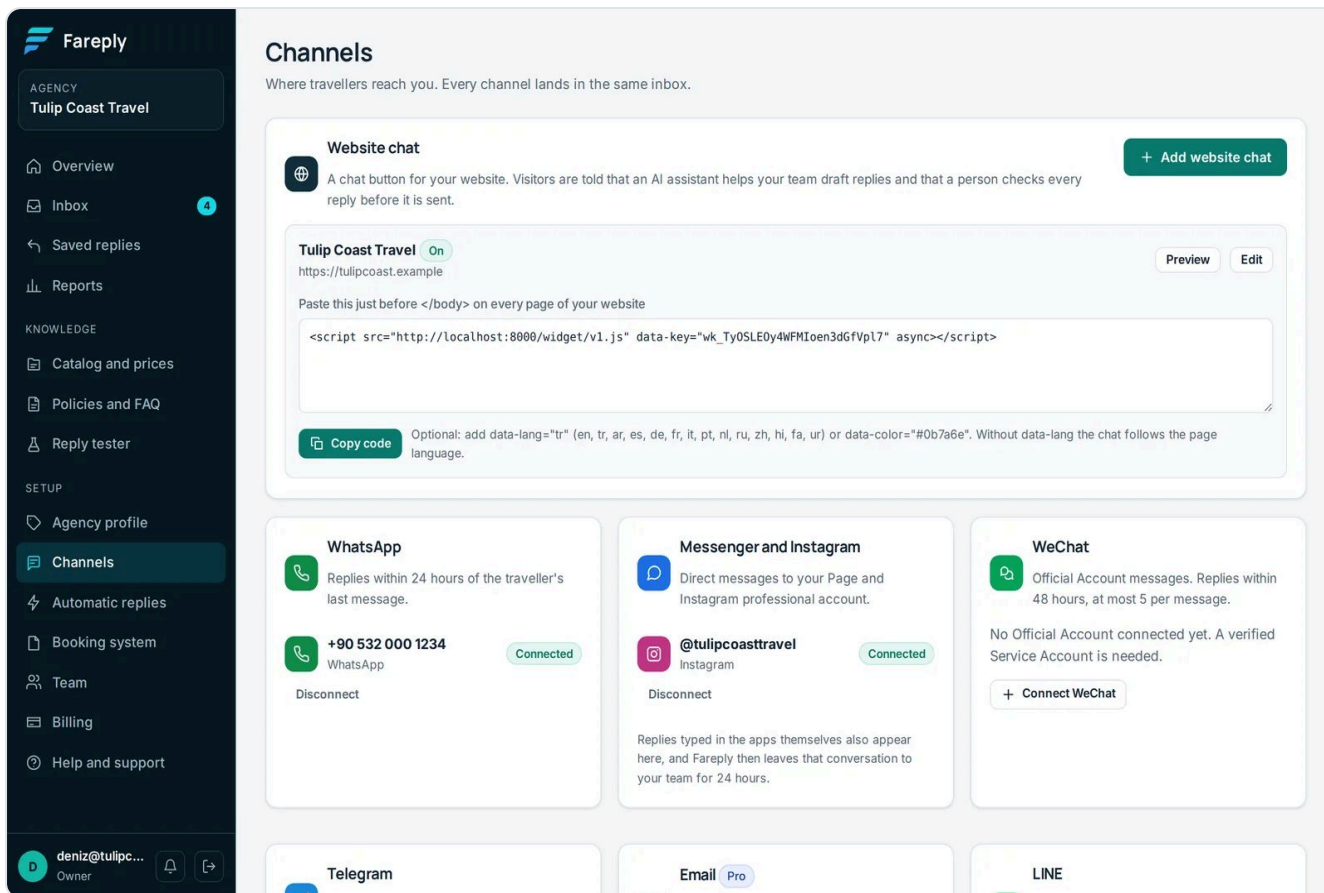
Every number in an answer must appear in your text or in the traveller's message, and an answer that mentions money is stopped and handed to a person. More: [policies](#), [FAQ](#) and [the Reply tester](#).

Step 5: Connect your channels

Open **Channels** (owners). Connect the places your travellers already write to you:

Fareply · Complete guide for travel agencies

9 / 21



Each channel lands in the same inbox with the same checked replies.

- **WhatsApp**: your WhatsApp Business number.
- **Messenger and Instagram**: your Facebook Page and Instagram professional account.
- **Website chat**: copy one line of code into your website.
- **Email, WeChat and Telegram and LINE**.

Step 6: Try the Reply tester

Before travellers do, write a question the way a traveller would in **Reply tester** and click **Draft reply**. You see the exact reply, the prices and policies it used, and every check. Nothing is sent, and tests do not count toward your AI replies.

Fareply

AGENCY

Tulip Coast Travel

Overview

Inbox 4

Saved replies

Reports

KNOWLEDGE

Catalog and prices

Policies and FAQ

Reply tester

SETUP

Agency profile

Channels

Automatic replies

Booking system

Team

Billing

Help and support

deniz@tulipc... Owner

Reply tester

Write as a traveller would and see exactly what Fareply drafts from your approved prices and policies. Nothing is sent to anyone.

Traveller

How much is the Cappadocia 3 days tour for 2 adults and a child aged 7 on 14 May 2027?

Traveller message

How much is the tour for 2 people in July?

New conversation

Draft reply

Price from approved table

demo · 0s · 0/0 tokens · language: en

Draft reply

Hello! Here is your price for Cappadocia 3 days from Istanbul on 14 May 2027, 3 travellers:

- 2 adults: EUR 980.00

- child aged 7: EUR 343.00

Total: EUR 1,323.00.

Shall I check availability and reserve it for you?

Use this reply and continue

Copy

Prices used

TOUR	DATE	TRAVELLERS	ROOM	UNIT	TOTAL	SOURCE
Cappadocia 3 days from Istanbul (CAP-3D)	2027-05-14	3	double	EUR 490.00 p.p.	EUR 1,323.00	approved table v1

What the traveller wants

how much is the cappadocia 3 days tour for 2 adults and a child aged 7 on 14 may

Checks

Why: 7 checks passed

Language detected

English, reply in the same language

Tour matched

Cappadocia 3 days from Istanbul

Date in an approved season

2027-05-14

Group size matched

3 travellers, double

Price from approved table v1

EUR 490.00 per person, total EUR 1323.00

Children priced by approved child prices

The reply, the price table it used (version and source), and the checks it passed.

Try the questions you get most, in the languages you get them. If Fareply hands over where you expected an answer, the checks tell you what is missing: a season, a room type, a child price or a policy.

Step 7: Invite your team

On **Team**, owners invite colleagues by email as **Agent** or **Owner**. Agents answer travellers and prepare drafts; owners also approve prices and policies, manage channels, automatic replies and billing.

Fareply · Complete guide for travel agencies

11 / 21

 Fareply

AGENCY

Tulip Coast Travel

Overview

Inbox 4

Saved replies

Reports

KNOWLEDGE

Catalog and prices

Policies and FAQ

Reply tester

SETUP

Agency profile

Channels

Automatic replies

Booking system

Team

Billing

Help and support

deniz@tulipc...
Owner

Team

Agents answer travellers. Owners also approve prices and policies, change settings and manage the team.

Invite a colleague

They get a one-time sign-in link by email. No passwords.

Work email

name@agency.com

Role

Agent

Send invitation

Members

2 people

PERSON	ROLE	STATUS
D deniz@tulipcoast.example You	Owner	Active, last sign-in 19 Oct 2026
M mert@tulipcoast.example	Agent	Invited, not signed in yet Remove

Each person signs in with their own email, so every reply and approval shows who did it.

Keep at least two owners so approvals never wait. More: [team](#) and [roles](#).

Working in the inbox

Open a conversation. When Fareply has a suggestion, it is already in the reply box. Check it, edit if you like, and press **Send** (or Ctrl+Enter). Nothing is sent until you do, unless you switch on automatic replies.

Emma Clarke
WhatsApp (+90 532 000 123...)

Unassigned

Booked?

Booking ref

Close

Traveller · 18:26
Hi! How much is the Cappadocia 3 days tour for 2 adults and our daughter (7) on 14 May 2027?

Reply window open until 20 Oct, 18:26 (24 hours after the traveller's last message).

Suggested: Price from approved table

Not sent automatically: reply type is not automatic. Check it, edit if needed, then send.

Discard

Why: 7 checks passed

Cappadocia 3 days from Istanbul

Date in an approved season
2027-05-14

Group size matched
3 travellers, double

Price from approved table v1
EUR 490.00 per person, total EUR 1323.00

Children priced by approved child prices
child aged 7: EUR 343.00

Price check passed
every amount comes from an approved table

Reply
Internal note

- 2 adults: EUR 980.00
- child aged 7: EUR 343.00
Total: EUR 1,323.00.
Shall I check availability and reserve it for you?

Saved replies
Tour
Quote PDF
Template

Draft with AI
Send on WhatsApp

Nothing is sent until you press Send. Ctrl+Enter sends.

Open **Why** to see how the price was found: tour, season, group size, table version and the price check.

Tools under the reply box:

- **Saved replies:** type `/` to insert one. Create them on the **Saved replies** page; `{name}` becomes the traveller's first name.
- **Tour** sends a tour card with the "from" price of the approved table.
- **Quote PDF** makes a branded PDF quote from your approved prices (all plans except Starter).
- **Draft with AI** asks for a fresh draft for the latest message.
- **Internal note** is for your team only. **Assigned to** sets who handles the conversation.

 Fareply

AGENCY
Tulip Coast Travel

Overview

Inbox 4

Saved replies

Reports

KNOWLEDGE

Catalog and prices

Policies and FAQ

Reply tester

SETUP

Agency profile

Channels

Automatic replies

Booking system

Team

Billing

Help and support

deniz@tulipcoast.example

Owner





Saved replies

Answers your team writes once and inserts in any conversation. Type / in the reply box to find them.

+ New saved reply

TITLE	SHORTCUT	TEXT	USED	UPDATED	
Ask for passport names	/names	Could you send the names as written in the passports of eve...	0	19 Oct 2026 deniz@tulipcoast.example	EditDelete
Office hours	/hours	Our office is open Monday to Saturday, 09:00 to 19:00 Istan...	0	19 Oct 2026 deniz@tulipcoast.example	EditDelete
Thanks for booking	/thanks	Thank you {name}! Your booking is confirmed. We will send ...	0	19 Oct 2026 deniz@tulipcoast.example	EditDelete

Saved replies for what your team writes again and again.

Policy questions are answered from your approved texts, and the reply names the text it used:

Sofia
 Website chat (Tulip Coast Travel) · no email given

W-BA4A79

Unassigned

Booked?

Booking ref

Close

Traveller · 17:44

Can I cancel if my flight changes?

The visitor sees your reply in the chat on your website while the page is open.

Suggested: Answer from approved policies

Not sent automatically: reply type is not automatic.
 Check it, edit if needed, then send.

Discard

Why: 3 checks passed

Language detected

English, reply in the same language

Answered from approved policies

Cancellation

Price check passed

no prices in this reply

Reply

Internal note

Free cancellation up to 30 days before arrival. From 29 to 8 days before arrival we charge 50% of the price. Less than 8 days before arrival the tour cannot be refunded.

← Saved replies

📁 Tour

📄 Quote PDF

📎 File

Draft with AI

Send

Nothing is sent until you press Send. Ctrl+Enter sends.

"Answered from approved policies: Cancellation". The wording is yours.

Travellers get replies in their own language. Your prices and tour names stay exactly as approved:

Fareply · Complete guide for travel agencies

15 / 21



Lucía Romero

WhatsApp (+90 532 000 123...

Unassigned

Booked?

Booking ref

Close

Traveller · 15:20

Hola, ¿precio del tour de Capadocia para 2 personas el 10 de junio de 2027?

deniz@tulipcoast.example · 15:24

¡Hola! El tour Cappadocia 3 days from Istanbul el 10/6/2027 para 2 personas cuesta EUR 490,00 por persona, EUR 980,00 en total. ¿Le gustaría reservarlo?

Sent

⌚

Reply window open until 20 Oct, 15:20 (24 hours after the traveller's last message).

Reply

Internal note

Write a reply, type / for saved replies, or draft one with AI

↩ Saved replies

📁 Tour

📄 Quote PDF

📄 Template

🌟 Draft with AI

➤ Send on WhatsApp

Nothing is sent until you press Send. Ctrl+Enter sends.

A question in Spanish, answered in Spanish.

When Fareply hands over to a person

When a message needs a decision, Fareply suggests a short holding reply ("A colleague will reply shortly") and shows why under **Why**. These replies are never sent automatically.

Ahmed Al Mansoori
 WhatsApp (+90 532 000 123...)

Unassigned

Booked?

Booking ref

Close

Traveller · 16:26
 We are 6 friends. Can you give us a discount on the Cappadocia tour?

Reply window open until 20 Oct, 16:26 (24 hours after the traveller's last message).

Suggested: Hand to a person

Not sent automatically: hand-offs are never sent automatically. Check it, edit if needed, then send.

Discard

Why: 2 points for a person

Language detected
 English, reply in the same language

Needs a person
 Asks for a discount

Needs a person
 Not a price question

Price check passed
 no prices in this reply

Reply
 Internal note

Thank you for your message. A colleague will reply shortly.

Saved replies
 Tour
 Quote PDF
 Template

Draft with AI
 Send on WhatsApp

Nothing is sent until you press Send. Ctrl+Enter sends.

A discount request always goes to your team.

Always for a person: bookings, discounts, complaints, refunds, special needs and custom itineraries. Some hand-overs you can fix, for example a missing season or a child price; the full list is in [why a reply was handed to a person](#).

From quote to booking

1. The traveller says "please book". Fareply hands over: you check availability and reserve in your own booking system as usual.
2. Click **Booked?** on the conversation. It records the last quoted total, so reports show real conversions.
3. Click **Booking ref**, paste the reference from your booking system and choose Confirmed. Fareply writes the confirmation in the traveller's language; check it and send.

Lucas Martin (@lucas.travels)

Instagram (@tulipcoastravel) · direct ...

Unassigned

✓ Booked · EUR 1,323.00

✓ Close

📄 Booking TCT-27-0418 · Confirmed · sent 13:08

Send againChange

Total: EUR 1,323.00.
Shall I check availability and reserve it for you?
Sent

Traveller · 13:02
Perfect, please go ahead and book it!

deniz@tulipcoast.example · 13:06
Wonderful! I am checking availability with the hotel and the balloon company now.
Sent

deniz@tulipcoast.example · 13:08
Your booking is confirmed. Booking reference: TCT-27-0418
Tour: Cappadocia 3 days from Istanbul
Date: 2027-04-22
Travellers: 2
Please keep this reference for any questions about your booking.
Sent

⌚ Reply window open until 20 Oct, 13:02 (24 hours after the traveller's last message).

ReplyInternal note

Write a reply, type / for saved replies, or draft one with AI

← Saved replies📁 Tour📄 Quote PDF✨ Draft with AISend on Instagram

Nothing is sent until you press Send. Ctrl+Enter sends.

The booking bar shows the reference, its status and when the confirmation was sent.

Your booking system can also send references to Fareply on its own. See [booking references and confirmations](#).

Switch on automatic replies

Every reply type starts as **Suggest only**. We recommend two weeks like that. On **Automatic replies**, each type shows how often your team changed the suggestions; it says **Ready for automatic** after 20 reviewed suggestions with 10% or fewer changed.

Reply types

Sent automatically today: 0 of 200

Suggest only puts the draft in the inbox for your team. **Automatic** sends it, but only when it is safe: prices only from approved tables, never for bookings, discounts, complaints or anything unclear, and never once a colleague has joined the conversation. Automatic replies say that an AI assistant wrote them.

REPLY TYPE	MODE	LAST 30 DAYS	CHANGED BY YOUR TEAM	READINESS
Price quotes Prices from your approved tables, checked by the price firewall.	Off Suggest only Automatic	4 drafted 0 sent automatically 2 used as is	0% 0 edited, 0 not used	18 more reviewed suggestions needed
Policy and status answers Answers from your approved policies and FAQ, and group status answers to partners (group desk), always with their source.	Off Suggest only Automatic	1 drafted 0 sent automatically 0 used as is	- 0 edited, 0 not used	20 more reviewed suggestions needed
Asking for details Asking the traveller for a missing date, group size or room type.	Off Suggest only Automatic	0 drafted 0 sent automatically 0 used as is	- 0 edited, 0 not used	20 more reviewed suggestions needed
Hand to a person Bookings, discounts, availability, complaints, unclear requests.	Always suggest only	2 drafted	-	Never automatic

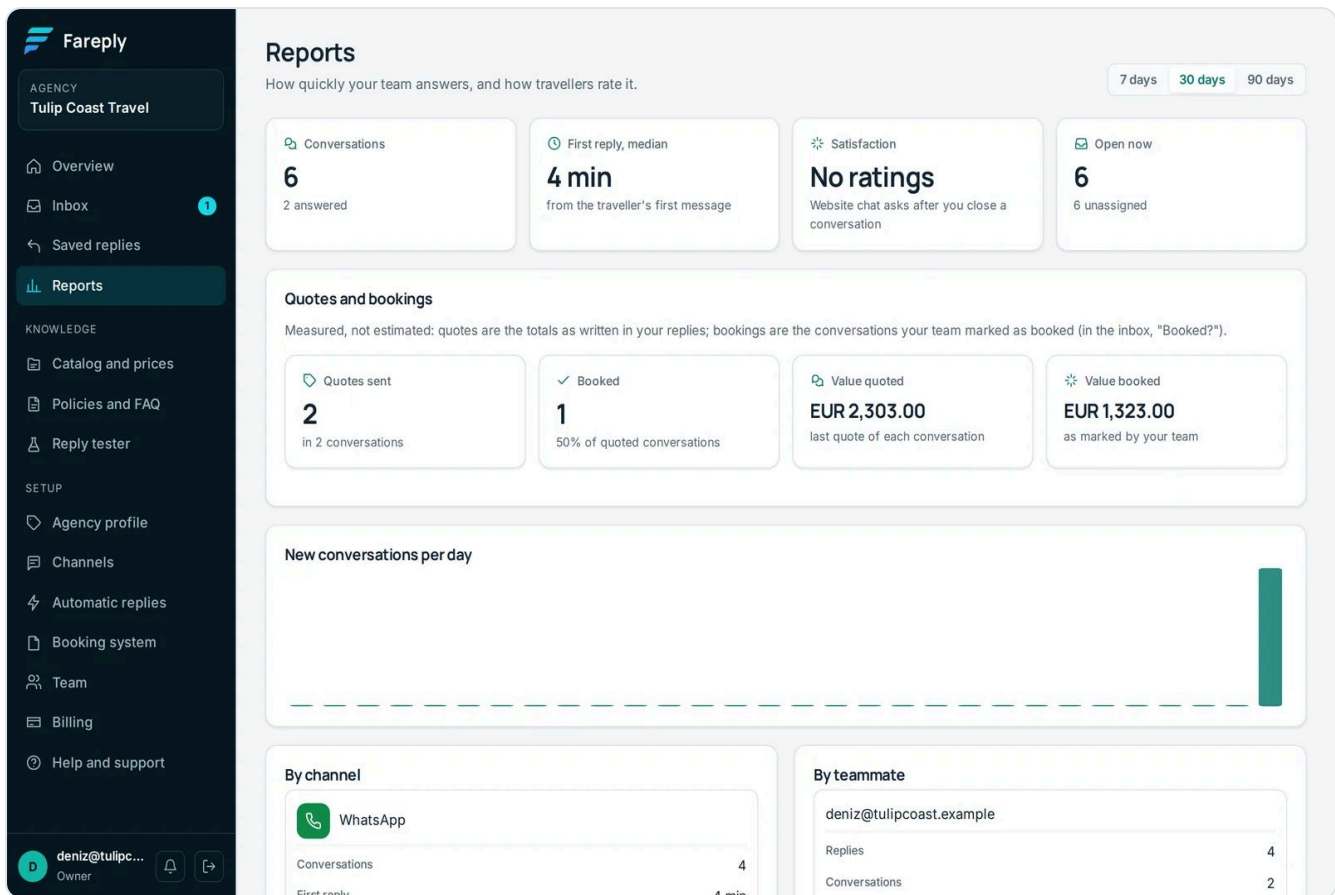
Switch each type separately. "Hand to a person" is never automatic.

- **Channels and hours:** for example automatic only at night, when nobody is in the office.
- **Daily limit:** after that many automatic replies in a day, Fareply only suggests.
- **Follow-up reminders:** the inbox reminds you when a traveller has not answered a quote.

Automatic replies say an AI assistant wrote them, stop for 24 hours when a colleague replies in the conversation, and **Pause all automatic replies** stops everything at once. More: [automatic replies](#).

Overview and reports

Overview is your start page: what is waiting, how much of the AI's work your team used as written, and the latest conversations. **Reports** shows how fast your team answers, quotes sent, bookings and their value, per channel and per teammate.



Quotes and bookings are measured from your real replies and the conversations marked as booked.

A normal day with Fareply

1. **Morning:** open the Inbox, filter **Unassigned**, and send or edit the suggestions waiting from the night.
2. **All day:** check each suggestion and send. Take over hand-offs yourself.
3. **When someone books:** Booked?, then Booking ref, then send the confirmation.
4. **When prices change:** start a new version of the table from the live one and approve it. Replies use the new prices from that moment.
5. **When a question keeps going to a person:** add the answer on Policies and FAQ, approve it, and check it in the Reply tester.
6. **Once a week:** look at Reports and the Automatic replies readiness. Switch a type to Automatic when it is ready.

Questions and problems

Fareply did not suggest a reply

Check that the reply type is not Off on Automatic replies, that your trial or plan has AI replies left (Billing), and that the message came from a traveller. Click **Draft with AI** to ask again.

The price in the reply is wrong

The reply always uses the approved table. Open the tour, use **Test a quote** with the same date and travellers, and check the season and room type. Fix it in a new version and approve it.

The reply was handed to a person, but I expected a price

Open **Why**. Common reasons: the date is outside your seasons, the room type or a child price is missing, or the tour has no approved table yet. See [why a reply was handed to a person](#).

"The AI draft was blocked"

The price check found an amount that did not come from your table, so the draft was never shown or sent. Write this reply yourself. If it happens often for one tour, tell us from Help and support.

A colleague cannot approve prices

Only owners approve prices and policies. An owner can change their role on Team.

Can I keep using my own booking system?

Yes. Fareply never books anything itself. You book as usual and add the reference in the conversation, or let your system send it.