



Get to know the new **Edit Recurring Ride Series** updates

We know editing rides is a critical part of daily operations, so we've made an update that'll help you quickly edit your entire recurring series at once.

Imagine a rider moves away, or they are going on a very long vacation. When they stop needing their recurring ride—for a specific period of time or at all—you can now edit the **end date**, **series name**, and **pick up/drop off notes** for the recurring ride series at once without having to edit individual rides.

What's Changed?

You can now edit the **end date**, **series name**, and **pickup/drop off notes** for a whole recurring ride series in addition to editing individual rides.

Once you've made your edits, you'll be able to easily find the new end date of the recurring ride in the expanded view of the Rides Tab and understand why some individual booked rides within the series are canceled if applicable.

Note: you'll also be able to see these changes in the Activity Log.



How to Edit a Ride:

To edit a Recurring Ride Series, navigate to the rider's profile in Rider Management. Once you've located the ride in the Rides Tab, click on the three dot menu on the far right side of the row and **select "Edit recurring booking"**.

The screenshot shows the 'Rider Management' interface in 'Demo mode'. On the left is a sidebar with navigation icons. The main area is divided into two sections: a rider profile on the left and a list of rides on the right. The rider profile for 'Test Testerman' includes details like 'Rider ID: 1', 'External ID: 90210', contact information, payment methods (showing a default of 'Bancontact Debit Card' with a remaining credit of \$2.20), disability options (wheelchair, walker, etc.), and rider activity (53 completed rides). The 'Rides' tab is active, showing a table of upcoming rides. The table has columns for 'Requested time', 'Pickup window', 'Requested pickup/dropoff', 'Service', 'Notes', and 'Status'. A dropdown menu is open for the 'Oct 17, Thursday' ride, with the 'Edit recurring booking' option highlighted in a purple box. Other options in the menu include 'Edit ride', 'Book return', 'Duplicate', 'Go to Ride Plan', 'Go to Ride Page', and 'Cancel'.

	Requested time	Pickup window	Requested pickup/dropoff	Service	Notes	Status
<input type="checkbox"/> >	Oct 10, Thursd... Depart at 9:15 AM	9:15 AM - 9:45 AM	601 24th St, Bakersfield, CA 93301... → 2501 Mount Vernon Ave, Bakersfi...	Paratransittwo		Booked
<input type="checkbox"/> >	Oct 17, Thursday Depart at 9:15 AM	9:15 AM - 9:45 AM	601 24th St, Bakersfield, CA 93301... → 2501 Mount Vernon Ave, Bakersfi...	Paratransittwo		
<input type="checkbox"/> >	Oct 24, Thurs... Depart at 9:15 AM	9:15 AM - 9:45 AM	601 24th St, Bakersfield, CA 93301... → 2501 Mount Vernon Ave, Bakersfi...	Paratransittwo		
<input type="checkbox"/> >	Oct 31, Thursd... Depart at 9:15 AM	9:15 AM - 9:45 AM	601 24th St, Bakersfield, CA 93301... → 2501 Mount Vernon Ave, Bakersfi...	Paratransittwo		
<input type="checkbox"/> >	Oct 31, Thursd... Depart at 9:15 AM	9:15 AM - 9:45 AM	601 24th St, Bakersfield, CA 93301... → 2501 Mount Vernon Ave, Bakersfi...	Paratransittwo		

You'll be taken to the Edit Ride screen. From here you can edit the **end date, series name,** and **pickup/drop off notes** for the recurring ride series. Make your edits, and simply click "Apply" to implement them.



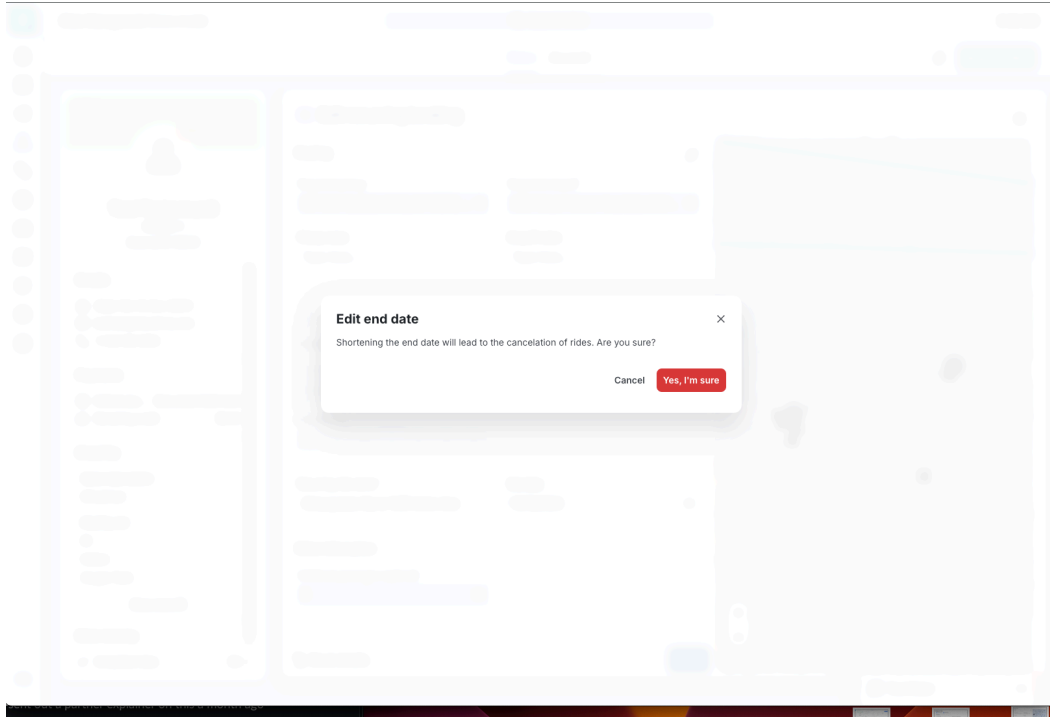
The screenshot shows the 'Edit recurring booking' form in the VIA Rider Management (Demo mode) interface. The form is divided into several sections:

- Routing:** Includes fields for 'Requested pickup' (601 24th St, Bakersfield, CA 93301) and 'Requested dropoff' (2501 Mount Vernon Ave, Bakersfield).
- Notes:** Two text areas for 'Pickup notes' and 'Dropoff notes', both containing 'Type Here...'. These areas are highlighted with a purple box.
- Schedule:** Includes a 'Round trip' checkbox (unchecked) and a 'Recurring' checkbox (checked). The 'Start date and time' is set to '09:15 am'.
- Repeats on:** A row of buttons for days of the week (M, T, W, T, F, S, S), with 'T' (Tuesday) highlighted.
- Recurring ride name*:** A text field containing 'Chesapeake Wy to 1425 Union Ave', highlighted with a purple box.
- End date:** A dropdown menu with 'Never ending' selected, highlighted with a purple box. Other options include 'Pick a date'.
- Other information:** Includes a field for 'Additional passengers (optional)' set to '1'.
- Map:** A map of Bakersfield, CA, showing the pickup and dropoff locations and the route.

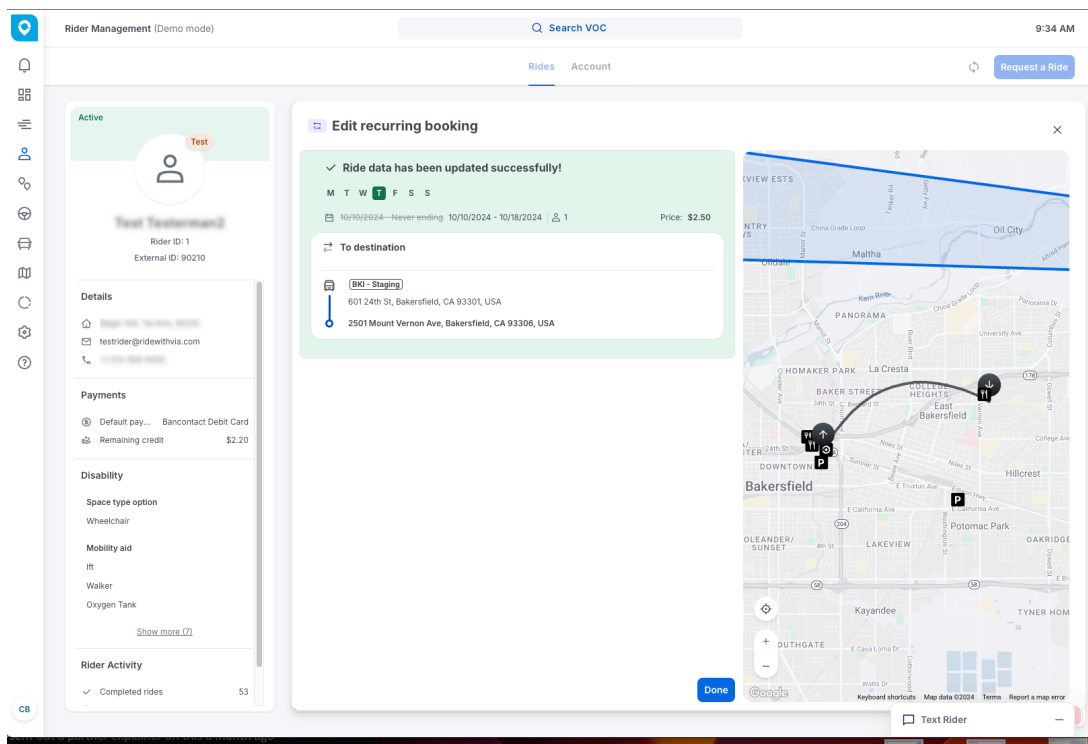
The interface also includes a sidebar with rider details (Rider ID: 1, External ID: 99210), payments, and rider activity. The top bar shows 'Rider Management (Demo mode)', a search bar, and the time '9:24 AM'.

If you want to shorten the end date of a recurring ride series, the system will **ask you to confirm the change** because shortening the series will cancel the rides outside of the new timeline. You'll always be alerted before a change can be saved so you can review your edits. If your city has cancellation reasons enabled, the system will also request a cancellation reason.

Note: Bookings are considered active until 23:59 of a selected end date. This means if your end date is set to "today", tomorrow's rides will be canceled but "today's" existing rides will not be canceled.



When you've successfully edited your ride, you'll see a **confirmation message** highlighted in green.





Your edits and **new end date will be visible in the expanded view** of all individual rides that are part of the Recurring Ride Series (past, today, and future).

If you update the end date of a Recurring Ride Series by selecting an individual ride within a series, then selecting cancel “this ride and all future rides of the series”, you will also see the new end date reflected in the expanded view.

The screenshot displays the 'Rider Management (Demo mode)' interface. On the left, a sidebar shows a rider's profile for 'Test Testerman' with details like Rider ID: 1, External ID: 90210, and contact information. The main area shows a list of rides under the 'Today & Upcoming' tab. The first ride is 'Oct 10, Thurs...' with a status of 'Booked'. Below this, the 'Details' section shows 'Passengers: 1 [Me]', 'Request ID: 180413145', 'Booking date: 09/10/2024 9:31 AM', and 'Performed by: Admin'. The 'Notes' section mentions 'Call PCA open arrival at +12125556745'. The 'Recurring ride' section is highlighted with a red box, showing 'Recurring ride ID: 16811648', 'Name: Chesapeake Wy to 1425 Union Ave', 'Start date: 09/15/2024', and 'End date: 11/01/2024'. The 'Payment' section shows 'Total ride fee: \$2.50'. At the bottom, a list of rides shows 'Oct 17, Thurs...' (Booked) and 'Oct 24, Thurs...' (Cancelled).

Next Steps

We'll start rolling out updates to the Edit Recurring Ride Series feature within the next few weeks. We value your feedback as we work to build the best product for your needs. Please share any feedback with us through Zendesk as your team starts using this feature, we'd love to hear your thoughts.