



Get to know *Ride Pass Purchases through the VOC.*

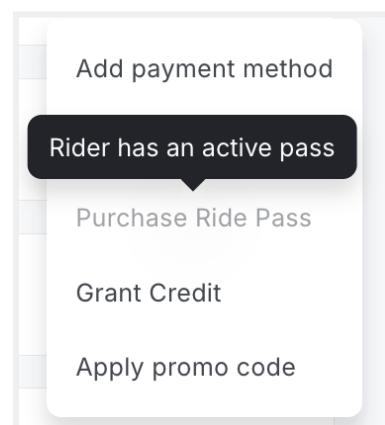
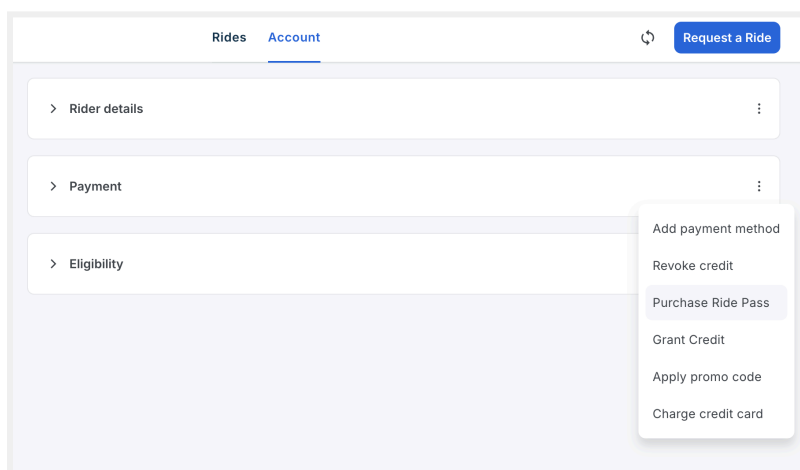
What's new?

Until now, riders had to purchase Ride Passes through the Rider App and Web App. Now, Agents can purchase Ride Passes on behalf of riders directly through the VOC—making Ride Pass promotions more accessible to all of your riders!

How it works:


Purchasing a pass

From the Rider Management page, go to the Account tab. Click the three dots next to Payment and select “Purchase Ride Pass.” Note that if the rider already has an active pass, the option to purchase a new pass will be disabled.



You'll then choose the pass and payment method you'd like to use on the rider's behalf. Agents can select a credit card already on the rider's account or choose cash, if it's an available option on that rider's account. If selecting cash, please make sure to collect payment from the rider before completing the purchase.



 **Purchase Ride Pass** ✕

Purchasing a Ride Pass entitles the rider to a discount on either a specified number of trips (bundle pass) or for a set number of days (periodical pass).

Payment Method *

VISA XXXX

VISA XXXX

Cash

Monthly Handitrans pass
For Handitrans rides only


\$55

Monthly OnDemand pass
Up to 4 rides daily for 30 days, for OnDemand rides only

\$80

Cancel

Purchase

 **Purchase Ride Pass** ✕

Purchasing a Ride Pass entitles the rider to a discount on either a specified number of trips (bundle pass) or for a set number of days (periodical pass).

Payment Method *

Cash

Weekly OnDemand pass
Up to 4 rides daily for 7 days, for OnDemand rides only

\$25

Monthly Handitrans pass
For Handitrans rides only

\$55

Monthly OnDemand pass
Up to 4 rides daily for 30 days, for OnDemand rides only


\$80

Cancel


Purchase

Once a pass is purchased—whether through the app or the VOC—it will automatically appear in the Rider Card and clearly show the Pass Name. If the rider has purchased an Auto-Renewing pass through the app, you’ll also see an “Auto-Renew” indicator for added visibility when assisting Riders.


Active




John Doe
Rider ID: 18639
External ID: jntest5


 **Operator notes**
Rider is vision impaired.

Details


 johndoe@ridewithvia.com

 +1 212-555-9028


Payments

 Default payment method

Cash


 **Ride Pass**

1 Day pack

 Remaining credit


\$0.00

Services

 Microtransit


Active


Active




Charlie Promotest
Rider ID: 18841

Details


 systemautogeneratedmail+1731009533.2...

 +1 401-208-0733


Payments

 Default payment method

VISA 1111


 **Ride Pass**

1 Day pack


 Remaining credit

\$0.00

Services


 Microtransit

Active

 Paratransit

Active

Rider Activity

 Completed rides

7



Keep in mind:

- Auto-renewing passes can't be purchased through the VOC just yet, but if a rider does buy one through the Rider App, it will still appear in the VOC with an "Auto-Renew" label for easy reference.
- Once a pass is purchased or granted, it cannot be revoked.

Next Steps

We'll start rolling out this feature within the next few weeks. Our goal is to build software that meets your needs, so please share your feedback on this feature as you begin to use it. We'd love to hear your thoughts!