



# Introducing upgrades to the Rider Management Page

## What's new

It's the same page you know and love, with faster performance and new filters!

## How does it work

### Search

A new search bar allows you to quickly find rides by request ID or address.

### Filters

Easily filter rides by date

- Today & Upcoming
- Past
- Custom (replaces "All")
  - The custom filter enables your team to quickly find rides within any date range.

The screenshot shows the Rider Management Page interface. At the top, there is a search bar labeled "Search ride..." and a set of filter tabs: "Today & Upcoming" (selected), "Past", and "Custom". To the right of these tabs are dropdown menus for "Status" and "Services", and a "+ Add Filter" button. Below the filters is a table of rides. The table has columns for "Requested t...", "Pickup wind...", "R...", "Notes", and "Status". Two rides are visible: one with status "Completed" and another with status "Booked". A "Custom date & time" modal is open, showing "Start" and "End" date and time pickers. The modal includes a "Clear" link and input fields for "mm/dd/yyyy" and "hh:mm".

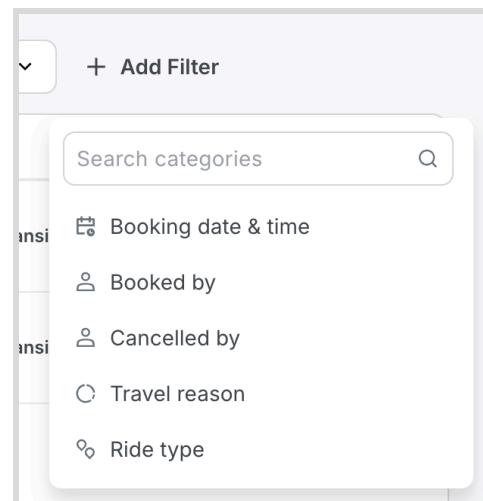
Beyond time range, you can easily filter rides by Ride Status or Service (if relevant). To use more advanced filters, click on "Add Filter."

This close-up shows the filter tabs and the "+ Add Filter" button. The tabs are "Today & Upcoming" (selected), "Past", and "Custom". To the right are dropdown menus for "Status" and "Services", and the "+ Add Filter" button, which is circled in red.



This will open various additional filters, including:

- **Booking date & time:** Displays when the ride was booked.
- **Booked by:** Shows whether the ride was booked by an agent through the VOC or directly by the rider through the app.
- **Cancelled by:** Shows whether the ride was cancelled by an agent through the VOC or directly by the rider through the app.
- **Travel reason:** Allows filtering by travel reasons associated with the rides.
- **Ride type:** Indicates whether ride is "one-time" or recurring.
- **Recurring ride (name):** Allows filtering by the name of the recurring ride.



*Note that only attributes relevant for your service will be displayed in the filters - for example, if travel reasons do not exist, this will not show as a filter option.*

## 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!