



# Get to know *rider suspensions*.

## What's new?

We've added a new tool to help you manage riders who repeatedly violate service policies. If you consistently experience repeat no-show riders or late-cancellations you'll now be able to manage and track their access to rides easily in the VOC!

### Rider suspensions help you:

- **Reduce no-shows and late cancellations:** suspensions encourage riders to adhere to policies
- **Optimize your resources:** reduce wasted vehicle capacity and driver time lost with no-shows
- **Promote fairness:** ensure reliable service availability for compliant riders

## How it works:

Suspend riders directly in the VOC, with flexible suspension durations and automatic reactivation—no follow-up tasks needed.

Before making any suspension decisions, you'll have full visibility into each rider's history of no-shows and cancellations through the Rider Activities Report in the Data Generator. You can choose from pre-written suspension reasons or add your own custom notes, and if circumstances change, you can easily modify suspension periods or lift them early at any time.

### Suspending an individual rider:

1. **Navigate to the rider's profile** in Rider Management.
2. **Select "Suspend rider"** from the rider actions menu to open the suspension modal.



3. **Configure the suspension:**



**Suspend Rider**

You're about to suspend Demo Test. The suspension will be enforced immediately.

Service  
Microtransit

☐ Permanent ☒ End date

End date \*  
30/06/2025

Reason  
Select reason

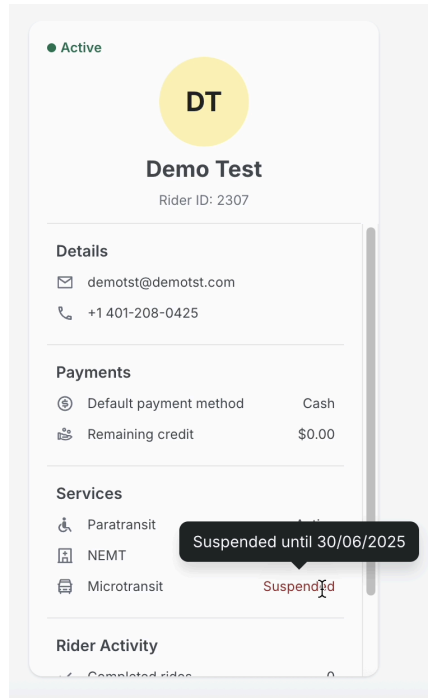
- Excessive no-show
- Excessive late cancellation
- Failure to pay
- Rider behavior
- Other

Explanation  
Type here...

☐ Notify the rider of the suspension

Cancel Suspend

- Set suspension dates using date pickers (end date is not required unless rider **should** be automatically reactivated)
  - Select the appropriate service
    - Relevant if you manage multiple services on the Via platform, like Microtransit & Paratransit
  - Choose a suspension reason from the dropdown
  - Add optional notes for additional context
  - Choose whether to notify the rider via SMS
4. **Review and confirm** the suspension. The rider will immediately be unable to book rides for the specified service during the suspension period.



### What happens when a rider is suspended:

- **Booking restrictions:** Riders cannot book rides through the app or have rides booked for them through the VOC during the suspension period
- **Existing rides:** Agents will need to manually cancel any existing bookings that fall within the suspension period
- **Recurring rides:** Suspended riders won't receive new recurring ride renewals during suspension periods
- **Multi-service handling:** Manage multiple services on the Via Platform? Only the specific suspended service becomes unavailable - other eligible services remain accessible to the rider
- **Rider notifications:** If selected, riders receive an SMS explaining their suspension dates, reason, and support contact information
  - **Suspension notifications:** When you choose to notify a rider about their suspension, they receive a clear SMS message
  - **Reactivation notifications:** When suspensions end, riders automatically receive a welcome-back message

### Edit or lift suspensions:

- Access "Edit Suspension" from any suspended rider's profile
- Modify suspension end dates to extend or reduce the suspension period
- Add notes explaining the reason for changes
- Lift suspensions early when appropriate (for appeals or corrections)



- Track all suspension modifications in the Rider Suspensions report

### Edit Rider Suspension

You're about to edit the suspension for Demo Test. The suspension will be enforced immediately.

Service

Microtransit

☐ Permanent ☒ End date

End date \* 23/06/2025

Reason Excessive no-show

Explanation

Rider appealed their case

Cancel **Update Suspension**

## Next Steps

This feature will be available in July, and we hope you find this update useful! 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!