Get to know the new Edit Ride updates

Editing a ride is a critical part of daily operations. When a rider needs to make an adjustment to their original ride, like changing the pickup or dropoff address, you can now effortlessly update the ride from the VOC.

What's Changed?

In addition to other attributes, you can now adjust the **Pickup & Dropoff addresses, date of the ride,** and **travel reasons** right from the rider's profile. We also improved our error messaging to make them clearer and show it as early as possible in the flow.

For a ride that is on the way to pick up but not yet picked up by the driver (displayed as "On the way" status), you can now edit **Number of Passengers** as long as the existing vehicle can accommodate it, and **Pickup & Dropoff notes.**

How to Edit a Ride:

In order to edit a ride, 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. From there, select "Edit Single Ride". You can only perform this action if the rider has not been picked up nor is the ride past its scheduled pickup time.

Once you're in the Edit Ride screen, you'll see a layout that resembles the Book Ride screen.

The following fields are available to edit based on if the driver is already on the way, usually ~30 minutes before the ride is scheduled to take place. The action is only performed on a single ride, even if it's part of a recurring booking.

- If the driver isn't on their way yet, a user can edit:
    - Date and Time
    - Address(Pickup and Dropoff)
    - Additional Riders ("+1's)
    - Travel Reasons
    - Pickup & Dropoff Notes
- If the driver is already on their way, a user can edit:
    - Additional Riders ("+1's), only if the existing assigned vehicle can fit them
    - Pickup & Dropoff Notes. There may be a 5-minute delay for this update to reach the driver application. We suggest an agent calling the driver as needed.

Before the change can be saved, the system will validate if the locations and times are valid based on service rules (e.g. ride is not too short, out of zone) and if the price will change. If there is any price change, or lack thereof, it will be reflected on the top of the page before you proceed.

Edit ride

($) This edit will increase ride price from €2.00 to **€4.00**

Edit ride

($) No change in the ride price **(€2.00)**

Edit ride

($) This edit will decrease ride price from $33.00 to **$9.00**

Once you've confirmed your edits, click "Save" to apply the edits. If the ride was successfully edited, you'll see a confirmation message highlighted in green. Note that edits may change the pickup window and it will be reflected in this confirmation page.

Edit ride   ✕

✓ **Ride is edited successfully**

📅 07/18/2024 | 👤4 3   Price: $28.00 **$9.00**

⇄ **To destination**
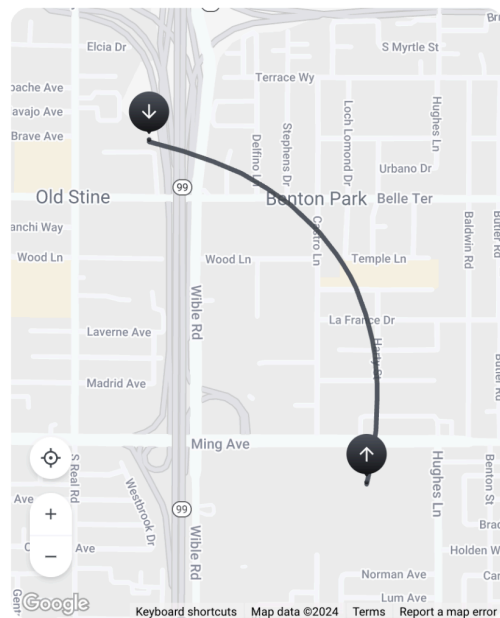
Pickup: 9:25 PM - 9:45 PM

🚌 [BKI - Staging]

Pickup from 8XQ8+7W Bakersfield, Californie, États-Unis

Dropoff at 3403 Mona Way, Bakersfield, CA 93309, USA

Go To Ride Plan   **Done**

If the ride cannot be edited, an error message will be shown. E.g. If your service allows for a waitlist and an edit causes a confirmed ride to be waitlisted, the edit will fail.

Do you want to edit one single ride that was initially booked as part of a recurring series? This works the same as highlighted above, but it's important to note that the "recurring rides" icon on the Rider Management Page and the Ride Plan will disappear for this ride, as well as any booking information related to the recurring series

Next Steps

We'll start rolling out updates to the Edit Ride feature within the next few weeks. We value your feedback as we work to build the best product for your needs, so feel free to share suggestions on how to improve this feature as your team starts using it.