Get to know the improved Update Communicated Time feature

What's new

Today, you can "Update the communicated time" of a ride from the ride plan - this action calculates a new booking window for the ride.

Improvements to this feature will allow you to:

1. Select multiple rides and bulk update the communicated times of those rides
2. Update the communicated time for a full recurring series

Updating the communicated time of a ride is a helpful tool when you have been able to renegotiate the pickup window with a rider. If the rider agrees a different pickup window is ok, updating the time in the Via system will make sure this is reflected in OTP calculations.

How does it work

Update one ride:
1. Click on a ride in the Ride Plan and "Update Communicated Time"
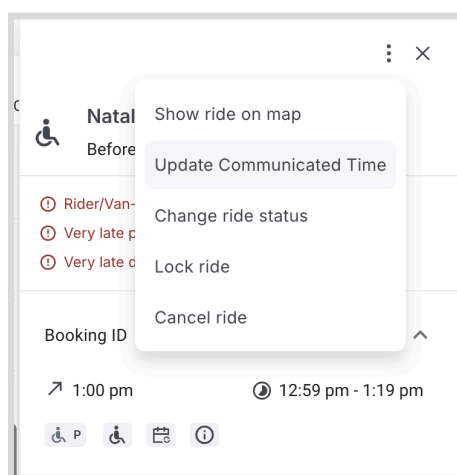
2. You will now see a popup with the current pickup window, and new pickup window

Update Communicated Time   ✕

You are about to update the communicated time for 197793965 - Natalia Test146.
Please confirm the rider has been notified, as this action does not trigger a message.

Current window: 12:59 pm - 1:19 pm
New window: **1:55 pm - 2:15 pm**

☐ Update this and all following rides of this recurring booking
    It repeats every **Wed, Thu, Fri**

                                                    Cancel   **Update**

3. If you'd like to the window, click on the "Update" button
    a. If you decide you do not want to update any of the rides, click Cancel

Bulk update:
1. Select multiple rides in the Ride Plan by holding down the command (⌘) key on Macbooks or the ctrl key on Windows PC's
2. Now, click the "Update Communicated Time" icon on the top right to update the communicated time.
    a. Note that only rides on the same shift can be bulk updated
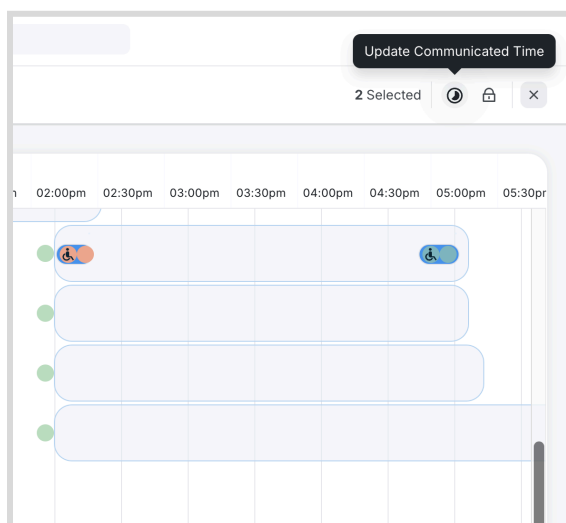
3. A table will appear with the following information:
    a. Rider Name
    b. Current window
    c. Planned Pickup Time (this is the time the ride is currently planned for)
    d. New window (based on the planned pickup time, Via is proposing a new pickup window)

Update Communicated Time ✕

		Rider Name	Current Window	Planned Pickup Time	New Window
☑					
☑	⇄	Natalia Test146	12:59 pm - 1:19 pm ⓘ	2:00 pm +41 min	1:55 pm - 2:15 pm
☑	⇄	Natalia Test146	5:19 pm - 5:39 pm ⓘ	4:43 pm -35 min	4:40 pm - 5:00 pm

There are some recurring rides selected

☐ Update these and all following rides of these recurring bookings

Cancel   **Update 2 rides**

4. If you'd like to update all of the selected windows, click on the "Update" button
    a. If you'd like to update some but not all rides, you can deselect any rides from your selection by unchecking the ride
    b. If you decide you do not want to update any of the rides, click Cancel

Update a recurring series:
If a ride is recurring, you can decide to update the time for just one day, or for the full recurring series.

If there are recurring rides in your selection, a checkbox will appear to "Update this and all following rides of this recurring booking."

By checking this box, the new window will apply to all future instances of the recurring ride. **Only check this box if the "New Window" should be applied to all future rides in the booking. If you'd only like to update the window for one day of the ride, leave this unchecked.**

Best practices for using this feature

- This action does not trigger a notification to the rider, so make sure that this update is done only after confirming with the rider.

Next steps

Please share any feedback with us through Zendesk - we'd love to hear your thoughts.