



Get to know the new and improved bookings page

What's new

A central page to view all your rides in one place - featuring faster performance, new & helpful filters, the ability to export rides over multiple days, and the option to bulk cancel rides.

How does it work

Viewing and finding rides

You can find the new Bookings page on the left hand menu under "Rides."

The Bookings page shows all rides in one table. Each row represents a ride. The page will open to show you rides *today*, sorted from earliest to latest rides. You can always click on the date filter to view all rides for a specific day or range of days.

	Requested time	Request ID	Rider name	Phone number	Requested pickup / dropoff	Service	Status
<input type="checkbox"/>	Jan 13, Monday Depart at 08:00	242571809	Natalia Bookings1	+380 50 050 3022	10213 Within Heights Dr, Bakersfiel... → 7201 Clover Mountain St, Bakersf...	NEMT	Booked
<input type="checkbox"/>	Jan 13, Monday Depart at 08:00	242677090	Shefaa Jabal	+972 53-283-8926	703 Lincoln Ave, Bakersfield, CA 93... → 5285 Sunburst Ct, Bakersfield, C...	Paratransit	Completed
<input type="checkbox"/>	Jan 13, Monday Depart at 08:05	242676453	Shefaa Jabal	+972 50-711-3446	800 N Chester Ave, Bakersfield, CA... → 134 Donna Ave, Bakersfield, CA 9...	Paratransit	Completed
<input type="checkbox"/>	Jan 13, Monday Depart at 08:10	230799971	Shefaa Via	+1 212-555-6187	2001 Oak St, Bakersfield, CA 93301,... → 3511 Astoria Way, Bakersfield, CA...	Paratransit	Cancelled
<input type="checkbox"/>	Jan 13, Monday Depart at 08:20	242563543	Alexander Test	+972 54-333-3222	CXJF+5W Oldale, CA, USA → 3900 Riverlakes Dr, Bakersfield, ...	Paratransit	Booked
<input type="checkbox"/>	Jan 13, Monday Depart at 08:30	171334434	alina39 test39	+380 96 546 6677	5000 Jewetta Ave, Bakersfield, CA ... → 912 Nellison Ct, Bakersfield, CA 9...	Paratransit	Booked
<input type="checkbox"/>	Jan 13, Monday Depart at 09:00	242564095	Alex TestQA	+972 54-218-0021	3099 Dalea St, Bakersfield, CA 933... → 3718 Rainier Ct, Bakersfield, CA 9...	Paratransit	Cancelled
<input type="checkbox"/>	Jan 13, Monday Depart at 10:00	230762628	Natalia PP152	+380 50 050 3022	production place → 3610 Belle Ter, Bakersfield, CA 9...	Paratransit	Booked
<input type="checkbox"/>	Jan 13, Monday	242574466	Natalia Bookings1	+380 50 050 3022	1699 Mint St, Bakersfield, CA 93304 → 9W2C+QG Olde Stockdale, CA, U...	NEMT	Booked
<input type="checkbox"/>	Jan 13, Monday	230762628	Natalia Bookings1	+380 50 050 3022	6271 Hageman Rd, Bakersfield, CA ...	Paratransit	Booked



By default, you will see 250 rides per page - you can flip to the next page to continue viewing additional rides.

Search

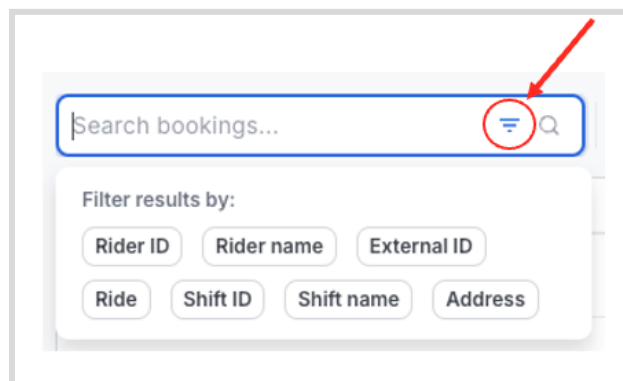
Click on the search bar to search a specific ride or group of rides. Start typing at least three characters, and the table will automatically display matching results.

You can search by:

- Rider ID
- Rider Name
- Rider External ID
- Ride ID
- Shift ID
 - Searching for a shift ID will show all rides assigned to that shift
- Shift Name
 - Searching for a shift name will show all rides assigned to that shift
- Address

If you know exactly what you're looking for, you can narrow your search by clicking the "Filter" button within the search bar.

For example, let's say I'm searching for "John" - and there's a rider named John AND a street named John. I know I am looking for rides with addresses on John Street, so I'll go ahead and click on "Address" when I'm searching, to ensure I'm only getting the results I'm looking for.

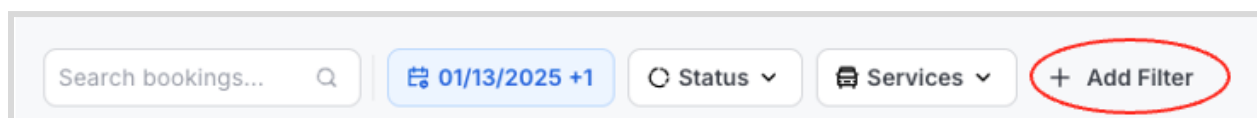




Filter

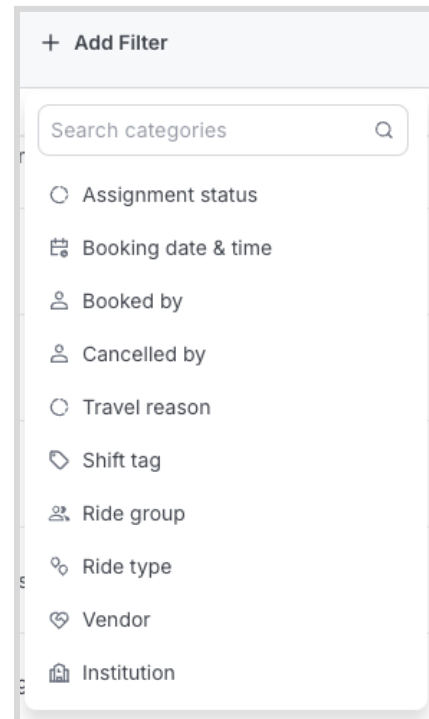
You can also easily filter rides by Date, Ride Status or Service (if relevant). Note that you can filter for 10 weeks of rides at a time.

To use more advanced filters, click on "Add Filter."



This will open various additional filters, including:

- **Assignment status:** Indicates whether the ride is assigned or unassigned.
- **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.
- **Shift tag:** Filter rides based on shift tags to view all rides assigned to shifts with that tag. For example, if you have a shift tag named "Zone A," filtering by this tag will display all rides assigned to shifts with that tag.
- **Ride group:** Filters rides that belong to a specific ride group.
- **Ride type:** Indicates whether ride is one time or recurring.
- **Vendor:** Filter rides by vendor to see all rides assigned to shifts with the selected vendor.



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.

Single ride actions

Just like in the Rider Management page, you can click on the three dot menu for a single ride to take various actions - for example, cancel the ride, duplicate the ride, edit the ride, and more. This functions just like the Rider Management page.



Bulk actions

Beyond single ride actions, the Bookings page allows you to take multiple bulk actions.

Bulk Cancel

Need to cancel multiple rides at once? This can be helpful in situations like inclement weather requiring the cancellation of all rides for the next day, or when a specific location is closed for a holiday, and you need to cancel all rides to and from that location.

Simply select some or all rides on the page, then click the "Cancel" button at the top right to bulk cancel them. You can cancel rides one page at a time, with a maximum of 250 rides per operation.

Important notes

1. You cannot cancel rides that are already cancelled, past rides, or rides that failed to book due to errors. These rides will not be cancelled, even if included in your selection.
2. No cancellation fees will be applied to rides cancelled using the bulk cancel feature.
3. If your selection includes recurring rides, only the selected instances will be cancelled - this feature does not cancel an entire recurring series.
4. If you choose the option to "Communicate the cancellation to the rider," the rider will receive the same SMS or call notification they would normally get when cancelling a single ride with that checkbox selected.
5. **!! And most importantly, this action is not reversible. Once you bulk cancel rides, you cannot "undo" that action. Please use this with caution, and only when certain that you'd like to cancel the selected rides !!**
 - a. As a precaution, we'd recommend exporting the rides within your selection (see next section) before cancelling.
6. **[Coming soon]** After clicking bulk cancel, you can click the "cancel" button in the progress bar to stop the cancellation operation. Some rides may already be in the process of being cancelled, and those will still be cancelled. You will see a summary of cancelled rides versus "skipped" rides.
7. The bulk cancel capability requires a specific user permission in the VOC. If you don't see it and need access, please reach out to your PSM!



Bookings

01/14/2025 +1 Status Services + Add Filter

250 Selected Cancel Export

<input checked="" type="checkbox"/>	Requested time	Request ID	Rider name	Phone number	Requested pickup / dropoff	Service	Status
<input checked="" type="checkbox"/>	Jan 14, Tuesday Depart at 07:40	231459881	N Natalia pp135	+380 63 422 2200	5300 Lennox Ave, Bakersfield, CA 9... → 3214 Kennedy Way, Bakersfield, ...	Paratransit	Booked
<input checked="" type="checkbox"/>	Jan 14, Tuesday Depart at 08:10	230799972	S Shefaa Via	+1 212-555-6187	2001 Oak St, Bakersfield, CA 93301,... → 3511 Astoria Way, Bakersfield, CA...	Paratransit	Cancelled
<input checked="" type="checkbox"/>	Jan 14, Tuesday Depart at 08:15	236867744	L Liron Ali ss	+972 50-762-6528	center guy test → 1312 Eye St, Bakersfield, CA 933...	NEMT two	Booked
<input checked="" type="checkbox"/>	Jan 14, Tuesday Depart at 08:30	171334436	A alina39 test39	+380 96 546 6677	5000 Jewetta Ave, Bakersfield, CA ... → 912 Nellison Ct, Bakersfield, CA 9...	Paratransit	Booked
<input checked="" type="checkbox"/>	Jan 14, Tuesday Depart at 08:30	229611221	N Natalia Tester2333	+380 50 050 3022	8550 Brimhall Rd, Bakersfield, CA 9... → production place	Paratransit	Booked
<input checked="" type="checkbox"/>	Jan 14, Tuesday Depart at 09:00	229611215	A Alina Rider 46	+1 234-343-4343	3011 Antonino Ave, Bakersfield, CA ... → 400 8th St, Bakersfield, CA 9330...	Paratransit	Booked
<input checked="" type="checkbox"/>	Jan 14, Tuesday Depart at 10:00	230762629	N Natalia PP152	+380 50 050 3022	production place → 3610 Belle Ter, Bakersfield, CA 9...	Paratransit	Booked
<input checked="" type="checkbox"/>	Jan 14, Tuesday Depart at 10:20	233672755	A alina pp testing v 1.41	+1 234-545-4540	4416 Woodlake Dr, Bakersfield, CA ... → 4709 Pacific Crest Way, Bakersf...	Paratransit	Cancelled
<input checked="" type="checkbox"/>	Jan 14, Tuesday Depart at 11:15	234216337	L lirona Zrothenbergs	+1 223-411-0204	3340 El Encanto Ct, Bakersfield, CA... → production place	Paratransit	Booked

250 Items per page 1 - 250 of 613 items

Select some (or all) rides on a page and click the "Cancel" button at the top right.

Cancel 187 rides

Some rides in your selection cannot be cancelled because they were previously cancelled, are in the past, or have booking errors.

Are you sure you want to cancel 187 rides?

Select cancellation reason

☐ Communicate the cancellation to the rider

Dismiss Cancel 187 rides

Cancel 2 Rides

Avi1 Test 230285407

10115 Marco Polo Ave, Bakersfield, CA 93312, USA ...

Natalia PP126 230109179

3405 Cardamon Dr, Bakersfield, CA 93309, USA ...

Cancelled rides (2/2)

Less Info Cancel

Select cancellation reason (if relevant) and whether to communicate the cancellation to the rider.

Once the operation starts, track progress through the progress screen on the bottom left of the screen.

Export

You can export all rides within your filtered range by simply clicking "Export."

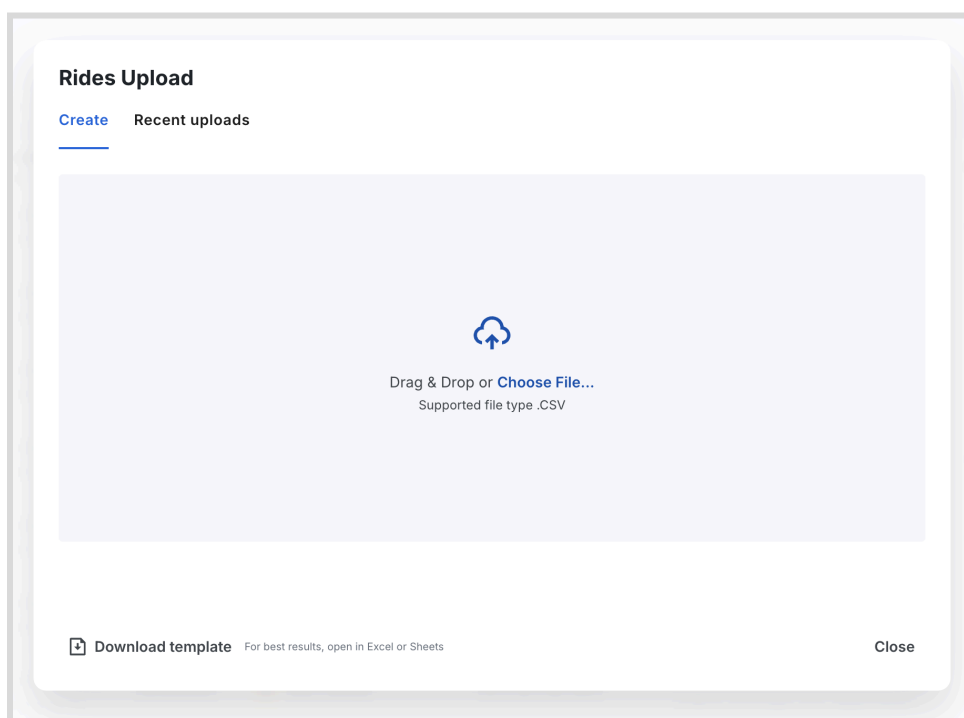
Alternatively, you can export rides within a selection by selecting all (or some) rides within a page and clicking "Export." This export will look very similar to the Ride Plan CSV export - the main difference is that you are able to export rides over multiple days through the Bookings page.



As mentioned in the Bulk Cancel section, we recommend exporting rides before bulk cancelling, to ensure you have a record of the rides you cancelled.

Import

Before selecting any rides, you will see the "Import" option - this allows you to import rides in bulk - the import feature has been available in the older version of the bookings page, and functions the same in the new page. When you click on import, you can download the template to view the necessary fields to import rides.



Use Case Spotlight 💡 - when would I use the new bookings page?

Here are some use cases where the bookings page can help you get the info you need, when you need it.

- I want to see all completed rides assigned to Shift A (example shift name) for today, in a table view.
 - Search for "Shift A," and filter for Ride Status "Completed."
- I want to quickly see all rides booked with travel reason "medical" for next week.



- Filter by travel reason “Medical” - you can scroll through the rides, and also see the total number of rides at the bottom of the page.
- Due to a snowstorm tomorrow, I need to cancel all rides. I want to filter for rides tomorrow, select all, and cancel them.
 - Filter for tomorrow, select all, and click cancel. If relevant, select a cancellation reason. If there are more than 250 rides booked for tomorrow, cancel the first page, and then move onto the subsequent pages.
- A major facility is closed for a holiday next week, and I want to cancel all rides going to/from this location.
 - Search for the address of the facility - select all, and cancel.

Next steps

The new and improved Bookings page will be coming soon! Please share any feedback with us through Zendesk - we'd love to hear your thoughts.