

ROVER COMMUNITY TRANSPORTATION WORK INSTRUCTIONS

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Self-Service Portal – Cancels	02/01/2013	WI 730
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1.0 Purpose: To allow a customer to view all trips scheduled for the current day and those 30 days from today and cancel any trip up to 1 hour prior to the schedule pickup time.

2.0 Scope: To allow a customer to view future trips and view current scheduled pick up times and cancel a trip that they do not want to take.

3.0 Forms Required:

3.1 None

4.0 Responsibility:

4.1 The following departments are responsible for the Self-Service Portal.

4.1.1 Customer

4.1.2 Customer Service Representative or designee

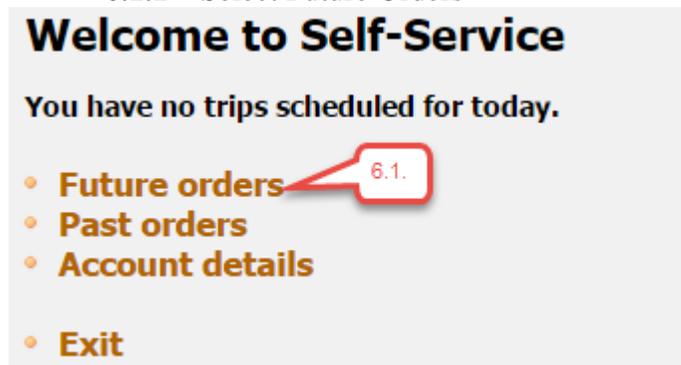
5.0 Definitions:

5.1 None

6.0 Procedure:

6.1 Once you login you will be taken to the main menu

6.1.1 Select Future Orders



6.2 Click onto the Future Orders and the module will open up showing you all trips entered and the following detail

6.2.1 Order # - Unique trip number used by the shared ride system to assign it to a vehicle.

6.2.2 Status – Will all you to see if the order is cancelled or scheduled and if it is running on time.

6.2.3 Pickup – Informs you of the scheduled pickup date and time

6.2.4 When – How many days from today that the trip will occur

6.2.5 Drop off – Informs you of the scheduled drop off date and time

6.2.6 From – where you will be picked up from

6.2.7 To – Where you will be dropped off at

6.2.8 Back – select the back button to return to the main menu

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Future orders

Order #	Status	Pickup	When	Dropoff	From	To
1367651	canceled	Sun Aug 30 2015, 2:05 PM	-	-	lowery, 217 Riverside Dr, Spring City	1810 Crest Dr, Coatesville
1371602	ordered	Sat Sep 5 2015, 7:15 AM	in 9 days	-	lowery, 217 Riverside Dr, Spring City	1810 Crest Dr, Coatesville
1359400	canceled	Sat Sep 5 2015, 9:30 AM	-	-	20 Moores Rd, Malvern	Train Station Malvern SEPTA ADA, 15 N Warren Ave, Malvern
1367407	canceled	Sat Sep 5 2015, 9:30 AM	-	-	112 Hartman Dr, Phoenixville	Parkhouse Providence Pointe, 1600 Black Rock Rd, Royersford
1367580	canceled	Sat Sep 5 2015, 10:00 AM	-	-	lowery, 217 Riverside Dr, Spring City	Train Station Paoli SEPTA ADA, 13 E Lancaster Ave, Paoli
1371603	canceled	Sat Sep 5 2015, 10:00 AM	-	-	1810 Crest Dr, Coatesville	lowery, 217 Riverside Dr, Spring City
1348581	canceled	Sat Sep 5 2015, 10:00 AM	-	-	2717 N Barley Sheaf Rd, Coatesville	Melmark Pennsylvania No PWD, 2600 Wayland Rd, Berwyn
1359399	canceled	Sat Sep 5 2015, 10:20 AM	-	-	20 Moores Rd, Malvern	Train Station Paoli SEPTA ADA, 13 E Lancaster Ave, Paoli
1371605	canceled	Sat Sep 5 2015, 11:00 AM	-	-	1810 Crest Dr, Coatesville	lowery, 217 Riverside Dr, Spring City
1371606	may be late	Sat Sep 5 2015, 1:00 PM	in 9 days	-	1810 Crest Dr, Coatesville	lowery, 217 Riverside Dr, Spring City
1367584	canceled	Sat Sep 19 2015, 7:30 AM	-	-	lowery, 217 Riverside Dr, Spring City	1810 Crest Dr, Coatesville
1367652	canceled	Tue Sep 22 2015, 6:03 PM	-	-	lowery, 217 Riverside Dr, Spring City	1810 Crest Dr, Coatesville

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6.3 If you want to cancel a trip select the trip order number by clicking on it with your mouse.

Future orders

Order #	Status	Pickup	When	Dropoff	From	To
1372188	canceled	Fri Aug 28 2015, 10:00 AM	-	-	1810 Crest Dr, Coatesville	lowery, 217 Riverside Dr, Spring City
1372190	canceled	Fri Aug 28 2015, 11:00 AM	-	-	1810 Crest Dr, Coatesville	lowery, 217 Riverside Dr, Spring City
1372191	ordered	Fri Aug 28 2015, 12:26 PM	in about 23 hours	-	1810 Crest Dr, Coatesville	lowery, 217 Riverside Dr, Spring City
1372193	ordered	Fri Aug 28 2015, 5:04 PM	in 1 day	-	lowery, 217 Riverside Dr, Spring City	1810 Crest Dr, Coatesville

6.4 The trip details screen will appear that will allow you to perform the cancellation by clicking on the button “CANCEL THIS ORDER”.6.3

Details for order 1371785 (Sat Sep 19 2015, 7:22 AM)

Order #: 1371785
Ordered at: Thu Aug 27 2015, 11:04 AM
Status: ● may be late

From: lowery, 217 Riverside Dr, Spring City, Chester PA 19475
Pickup note: likes the bus
To: 1810 Crest Dr, Coatesville, Chester Pa 19320
Dropoff note: help to the door

Original requested dropoff: Sat Sep 19 2015, 8:30 AM
Negotiated pickup: Sat Sep 19 2015, 7:22 AM (in 23 days)
Current pickup estimate: 7:26 AM (in 23 days)

Vehicle: 688

Funding: Lottery
Sponsor: AAA
Trip purpose: Grocery
Assistant: no
Companions: 0
Children: 0
Other passengers: 0

6.3

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[✗ Cancel this order](#)

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6.5 After you have canceled the order you will be taken to a confirmation page that will state that the selected trip has been canceled

6.5.1 Confirmation message

6.5.2 To main page – return you to the main menu

Order 1371785 has been canceled.

6.5.1

Details for order **1371785 (Sat Sep 19 2015, 7:22 AM)**

Order #: 1371785
Ordered at: Thu Aug 27 2015, 11:04 AM
Status: canceled
Canceled by: user
Canceled at: Thu Aug 27 2015, 1:25 PM

From: lowery, 217 Riverside Dr, Spring City, Chester PA 19475
Pickup note: likes the bus
To: 1810 Crest Dr, Coatesville, Chester Pa 19320
Dropoff note: help to the door

Original requested dropoff: Sat Sep 19 2015, 8:30 AM
Negotiated pickup: Sat Sep 19 2015, 7:22 AM (-)

Vehicle: none allocated yet

Funding: Lottery
Sponsor: AAA
Trip purpose: Grocery
Assistant: no
Companions: 0
Children: 0
Other passengers: 0

6.5.2

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7.0 Revision

7.1 Revision A – Created work procedure 08/27/15