

WellRyde Dispatch Portal

Canceling Routes

Introduction

This job aid explains how to cancel a route in Route Workbench. Trips may be canceled if:

- A driver calls out and the dispatcher needs to re-assign the driver's trips to multiple drivers.
- You are re-running Route Optimization. Routes should be cancelled first before re-running Route Optimization.

Click on the link below to go directly to that section of the job aid:

- [Canceling Routes](#)

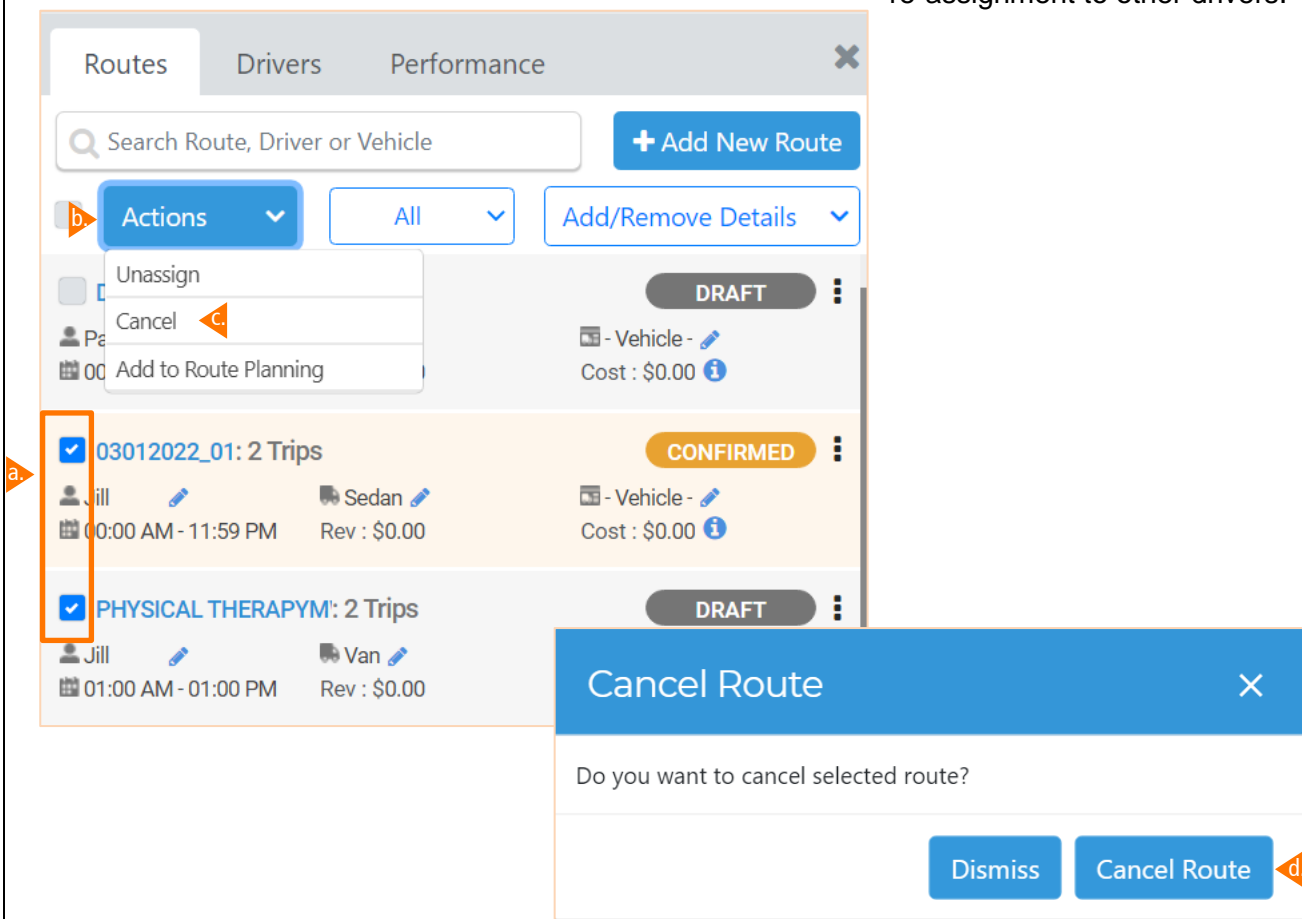
WellRyde Dispatch Portal

Canceling Routes

Canceling a Route

- a. Select the route(s) you want to cancel by clicking the **box or boxes** next to the route name from the right-hand column of the Route List screen
- b. Click the **Actions** button to access the drop-down menu.
- c. Select **Cancel**.
- d. A **Cancel Route** window displays. Click the **Cancel Route** button in the lower-left hand corner of the pop-up window.
 - o The route(s) will be cancelled and the trip(s) from the route(s) will be returned to the unplanned list to be assigned to other drivers.
 - o Cancelled trips will be removed from the driver's mobile app provided the route status is Confirmed or Live. If the route is in draft status, driver's will not receive any notification.

Once a route has been canceled, the trips will go back into the unplanned bucket for re-assignment to other drivers.



The screenshot displays the 'Routes' tab of the WellRyde Dispatch Portal. At the top, there are tabs for 'Routes', 'Drivers', and 'Performance'. Below these is a search bar and an 'Add New Route' button. A dropdown menu is open under the 'Actions' button, showing options: 'Unassign', 'Cancel', and 'Add to Route Planning'. The 'Cancel' option is highlighted. Below the menu, there are route cards. The first card, '03012022_01: 2 Trips', is highlighted with a blue box and a checkmark, and is in 'CONFIRMED' status. The second card, 'PHYSICAL THERAPYM: 2 Trips', is also highlighted with a blue box and a checkmark, and is in 'DRAFT' status. A 'Cancel Route' dialog box is open in the foreground, asking 'Do you want to cancel selected route?' with 'Dismiss' and 'Cancel Route' buttons.