

# WellRyde Dispatch Portal – Assigning Trips to Drivers

## Overview

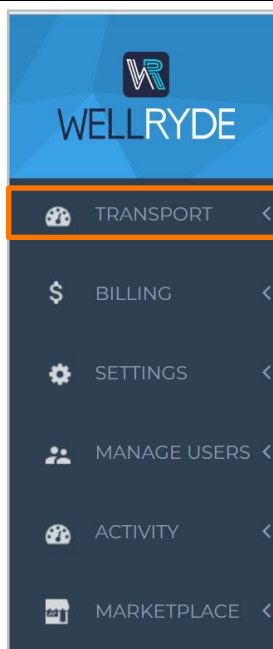
This job aid explains how to assign trips to drivers in the WellRyde Dispatch portal. You can complete the following tasks using this job aid:

- [Navigate To Trips](#)
- [Create Custom Filters](#)
- [View Custom Filters](#)
- [Edit Custom Filters](#)
- [Color Code](#)
- [Assign an Individual One Trip or Multiple Trips](#)
- [Unassign and Reassign Trips](#)
- [Re-route and Cancel Trips](#)
- [Export a Trip List](#)

## Navigate to Trips

In the WellRyde Dispatch Portal, trips are managed and assigned through Transport on the homepage.

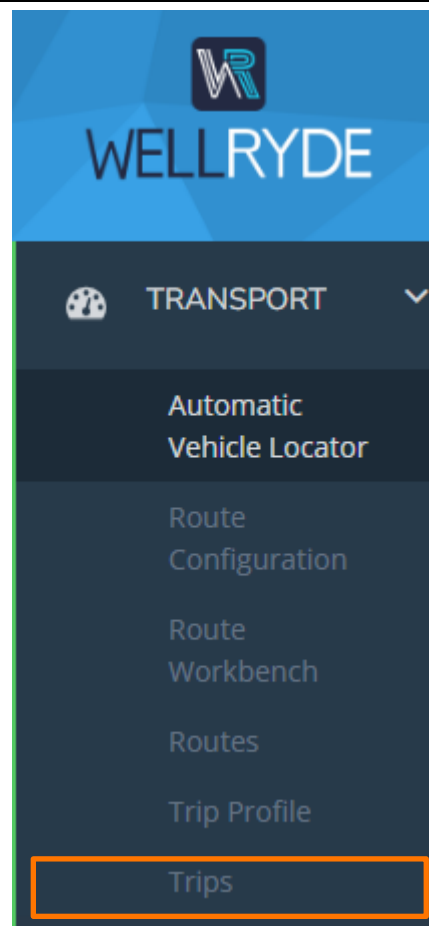
1. After logging into the WellRyde Dispatch Portal, navigate to the left side toolbar and click the **Transport** drop-down menu.



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### Navigate to Trips

- From the Transport drop-down menu, select **Trips** to view the trips.



# WellRyde Dispatch Portal – Assigning Trips to Drivers

The Trips screen displays. There are numerous tasks you can do from this page, such as search, create custom filters, and view trips. The page will automatically default to the Default Filter view. This view can be found at the top of the Trips page and is the same for every new user in WellRyde and cannot be edited.

Home / Trips

Search [Default Filter] [Actions] [Reset] [Search]

Trip Id: [Type]  
Status: [--All--] (dropdown menu with options: Accepted, Assigned, Billed)  
Driver: [Type here...]  
Rider's Name: [Type]

PU - Schedule Time: [(None)] (dropdown)  
DO - Schedule Time: [(None)] (dropdown)  
Trip Date: [Today] (dropdown)  
Will Call: [--All--] (dropdown)

Level Of Service: [Type]  
Trip Source: [Type]

A list of the trips is also displayed on the Trips screen. Trips automatically Download to the WellRyde Portal, so you do not have to import them.

23 Trips [Add Trip(s)] [Rule Formatter] [Column Search] [Export] [Refresh List]

[Assign Driver] [Un-Assign Driver] [Update Will Call] [More]

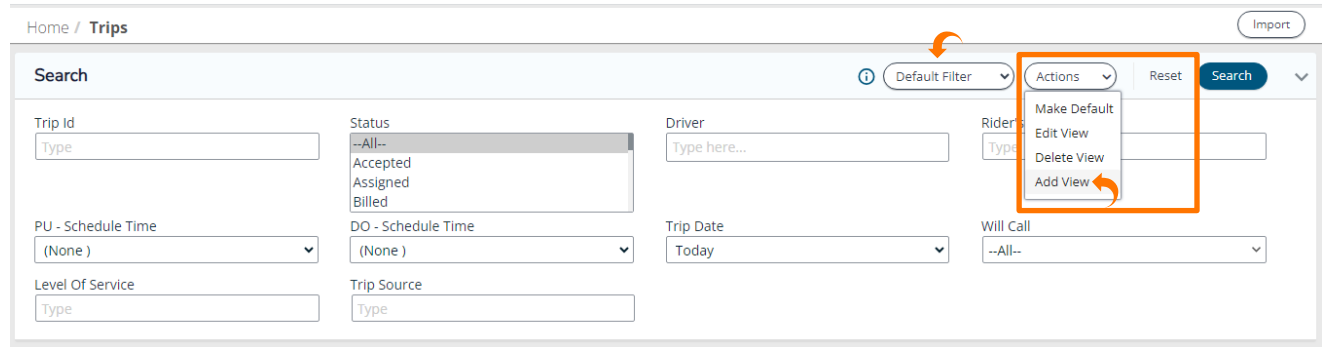
Showing 23 of 23 Results per page: 200

Driver	Trip Id	Status	Level Of Service	PU - Schedule Time	DO - Schedule Time	PU - Full Street	PU - City
[Enter driver name]	TRN-7195	Created	A	8:45 AM	10:00 AM	4181 HOSPITAL...	COVINGTO
[Enter driver name]	TRN-7195	Created	A	8:15 AM	9:30 AM	77 SUNSET DR	ATHEN
[Anne O'Neill]	TRN-7194	Completed	A	4:45 AM	6:15 AM	1738 BRANDY W...	CONYERS
[Anne O'Neill]	TRN-7193	Completed	A	5:30 AM	6:20 AM	1039 EMMAS PATH	MONROE
[Enter driver name]	TRN-7192	Created	A	5:00 AM	6:30 AM	601 E CHURCH ST	MONROE

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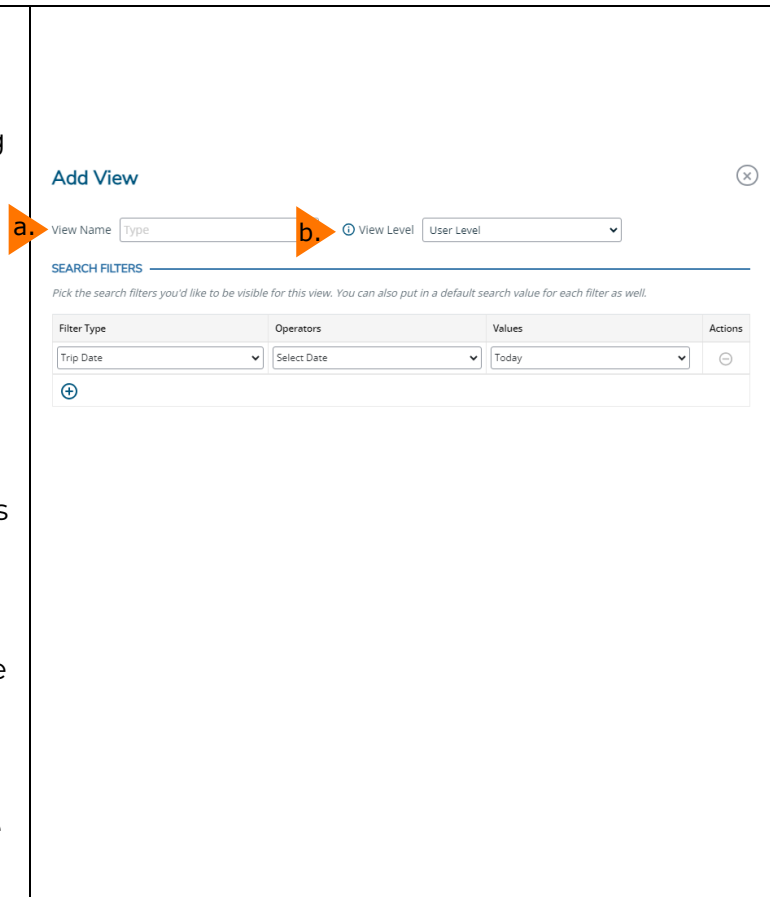
## Create Custom Filters

1. To create custom filters from the Trips page, click the Actions dropdown menu **+Add View**.



2. The New View window displays. For example, to create a custom filter for dispatching today's trips, you would complete the following fields:

- a. **View Name:** Enter **Dispatching** in the View Name field.
- b. **View Level:** Select the appropriate view level which designates who is allowed to see the view.
  - I. User-level only allows you to see the view.
  - II. Group Level is currently **NOT** being used in the WellRyde portal.
  - III. Company Level allows everyone in your company to see the view.



# WellRyde Dispatch Portal – Assigning Trips to Drivers

## Create Custom Filters

In the Search Filters section, pick the search filters or fields you would like to be visible on the Trip page in the Search section when you view the custom filter. These fields are used to further define your search criteria.

The system has already added the field Trip date.

3. Click **Add Search Filter** to add additional fields. For the Dispatching custom filter, you may want to add the following fields:

- Trip ID
- Driver
- Rider's Name
- Status
- Level of Service

For each field that you add, you will specify a default search value such as "like", "equal" or "not equal" to further define your search.

- "Like" prevents you from having to type out an entire word while still generating search results.
- "Equal to" provides an exact data match, where
- "Not equal to" excludes the value entered or specified.

**Add View** ✕

View Name  View Level

**SEARCH FILTERS**

*Pick the search filters you'd like to be visible for this view. You can also put in a default search value for each filter as well.*

Filter Type	Operators	Values	Actions
Trip Date	Select Date	Today	⊖
<span>+</span>			

**SEARCH FILTERS**

*Pick the search filters you'd like to be visible for this view. You can also put in a default search value for each filter as well.*

Filter Type	Operators	Values	Actions
Trip Date	Select Date	Today	⊖
Trip Id	-Select-	-Select-	⊖
Driver	like	=	⊖
Rider's Name	Not Equal		⊖
Status	-Select-		⊖
Level Of Service	-Select-		⊖
<span>+</span>			

**SEARCH FILTERS**

*Pick the search filters you'd like to be visible for this view. You can also put in a default search value for each filter as well.*

Filter Type	Operators	Values	Actions
Trip Date	Select Date	Today	⊖
Trip Id	-Select-		⊖
Driver	-Select-		⊖
Rider's Name	-Select-		⊖
Status	=	Completed	⊖
<span>+</span>			

The example above shows what the search criteria should be if you wanted to create a custom filter to view trips for today with a completed trip status.

# WellRyde Dispatch Portal – Assigning Trips to Drivers

## Create Custom Filters

4. In the Table Columns section, this is where you would choose the fields you would like to include in your results table.

- a. Available Columns list includes the available fields that can be included in the results table.
- b. Included in Table includes the list of fields that will be included in the results table.

For the Dispatching custom filter, it might be helpful to note the following fields:

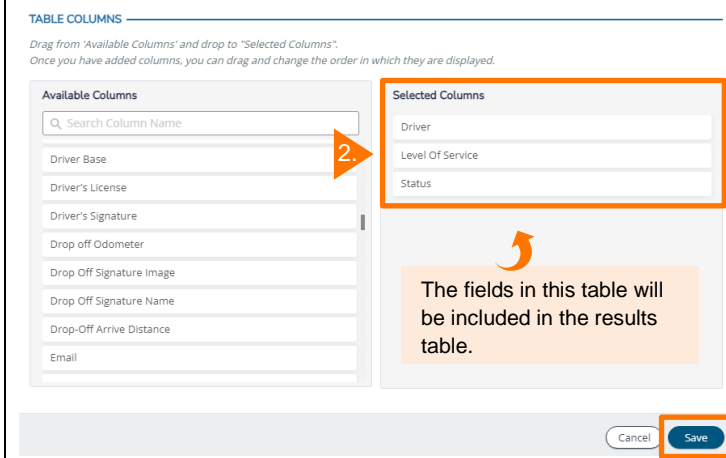
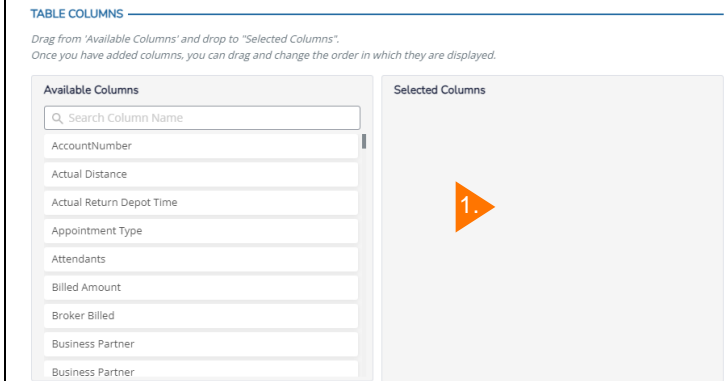
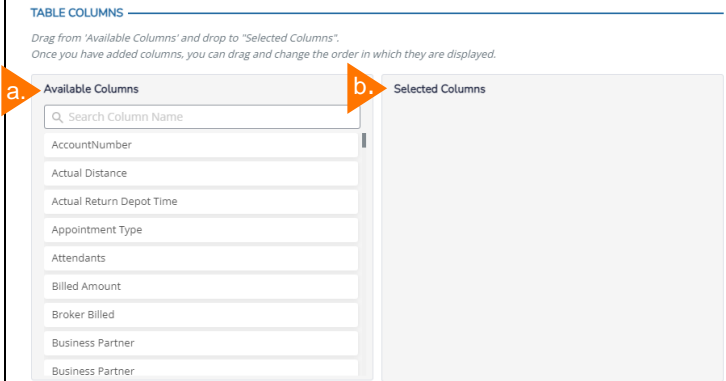
- Trip Date
- Trip ID
- Driver
- Rider's Name
- Rider's Phone
- Level of Service
- Status

To include these columns in the table:

1. Click and drag one of the available column categories/fields to the "Selected Columns".
2. To reorder the columns, click and drag the categories to the desired location. It is recommended to place the most important columns at the top of the list for easier viewing access on the vehicle table.

Repeat this process for each field/category you'd like to add to the results table.

5. To save the new filter view, click **Save Changes**.



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## Viewing Custom Filters

1. After saving the custom filter, to view it, click the current view drop-down menu and select the new custom filter name – **abc123**.

To set the Dispatching custom filter as your default filter, click **Make Default**.

The screenshot shows the 'Trips' search interface. At the top, there is a breadcrumb 'Home / Trips' and an 'Import' button. Below is a search bar with a 'Default Filter' dropdown menu. The dropdown menu is open, showing options: 'Default Filter', 'DEMO - Default', 'Anne's View', 'Daily Dispatch', and 'abc123'. The 'abc123' option is highlighted with an orange box. Below the search bar are various filter fields: 'Trip Id', 'Status' (with a dropdown menu showing 'Accepted', 'Assigned', 'Billed'), 'Driver', 'PU - Schedule Time', 'DO - Schedule Time', 'Trip Date', 'Will Call', 'Level Of Service', and 'Trip Source'. Below this, another search bar shows 'abc123' selected in the 'Default Filter' dropdown. The 'Actions' dropdown menu is open, showing options: 'Make Default', 'Edit View', 'Delete View', and 'Add View'. The 'Make Default' option is highlighted with an orange box.

A list of trips displays that match the search criteria you entered for the Dispatching custom filter.

The screenshot shows the results of the search. At the top, there is a search bar with 'abc123' selected in the 'Default Filter' dropdown. Below the search bar are filter fields: 'Trip Date Select Date', 'Trip Id', 'Driver', 'Rider's', and 'Status ='. Below this, there is a table with 2 trips. The table has columns for 'Driver', 'Level Of Service', and 'Status'. The table is highlighted with an orange border. Below the table, there are buttons for 'Assign Driver', 'Un-Assign Driver', 'Update Will Call', and 'More'. At the bottom, there is a pagination bar showing 'Showing 2 of 2' and 'Results per page: 200'.

Driver	Level Of Service	Status
<input type="checkbox"/> Anne O'Neill	x A	Completed
<input type="checkbox"/> Anne O'Neill	x A	Completed

# WellRyde Dispatch Portal – Assigning Trips to Drivers

- 2. After you've applied the custom view, use the fields in the Search section to further define your search criteria. For example, if you want to search for this week's trips:
  - a. Select **This Week** from the Trip Date Select Date drop-down menu.
  - b. Click **Search**.

Search

abc123 Actions Search

Trip Date Select Date: This Week

Trip Id: Type

Driver: Type here...

Rider's Name: Type

Status =

- Billed
- Broadcast
- Cancelled
- Completed

The trips for this week will display in the Trips list.

2 Trips

Add Trip(s) Rule Formatter Column Search Export Refresh List

Assign Driver Un-Assign Driver Update Will Call More

Showing 2 of 2 Results per page: 200

Driver	Level Of Service	Status
Anne O'Neill	A	Completed
Anne O'Neill	A	Completed



# WellRyde Dispatch Portal – Assigning Trips to Drivers

## Edit Custom Filters

- 1. To edit the custom filters,
  - a. Select the view that you want to edit. In this example, select “Dispatching”.
  - b. Click the **Edit** button while in the Dispatching view.

The screenshot shows the 'Search' interface with various filter fields. An 'Actions' dropdown menu is open, showing options: 'Make Default', 'Edit View', 'Delete View', and 'Add View'. A red arrow points to the 'Edit View' option. Orange triangles labeled 'a.' and 'b.' are positioned above the 'Default Filter' and 'Actions' dropdowns respectively.

- 2. The Edit View window displays. Make your edits to the filter here, and then click **Save Changes**.

The 'Edit View' window shows a 'View Name' field set to 'Daily Dispatch'. Below it is a 'SEARCH FILTERS' section with a table of filters. Below that is a 'TABLE COLUMNS' section with two columns: 'Available Columns' and 'Selected Columns'. At the bottom right, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted by an orange box.

Filter Type	Operators	Values	Actions
Trip Date	Select Date	Today	⊖
Driver	=	Type here...	⊖
Rider's Name	like		⊖
Trip Id	like		⊖
Level Of Service	=		⊖
Status	Not Equal	--All--	⊖

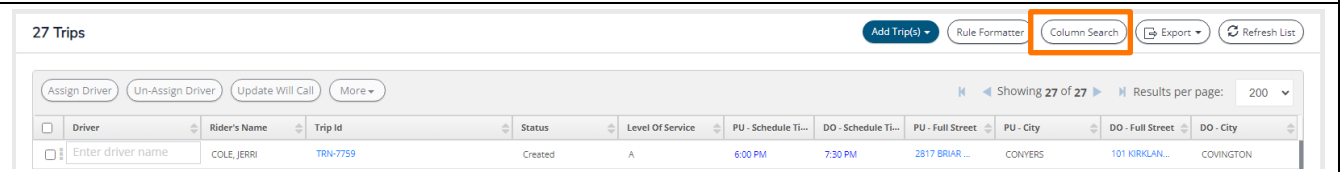
Available Columns	Selected Columns
AccountNumber	Driver
Actual Distance	Rider's Name
Actual Return Depot Time	Trip Id
Appointment Type	Status
Attendants	Level Of Service
Billed Amount	PU - Schedule Time
Broker Billed	DO - Schedule Time
Business Partner	PU - Full Street
Business Partner	PU - City
Business Partner	DN - Full Street

# WellRyde Dispatch Portal – Assigning Trips to Drivers

## Search for a Trip

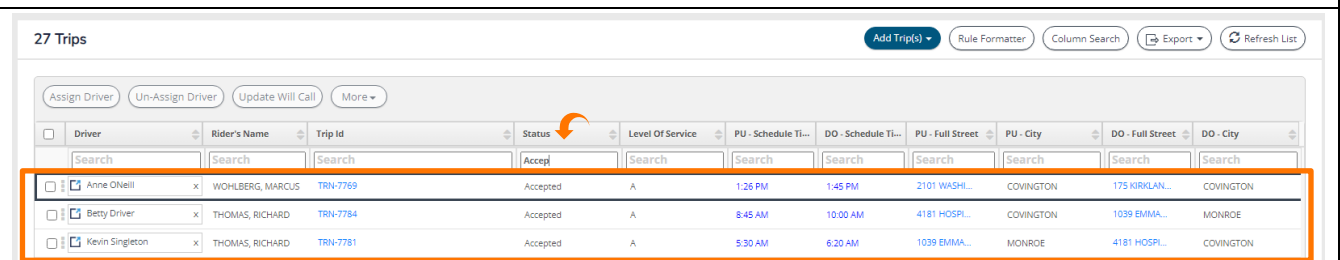
You can search data in a specific column using Column Search to easily find specific data.

1. To search for a trip from the Trips screen, click **Column Search**.



2. Your column search fields will appear under the column headings. This feature allows you to search data in a specific column directly in the results table.

For example, to search for all completed trips, type **Completed** in the search field under the Status column.



A list of the completed trips displays.

**Note:** You can organize your trips by any of the fields in the results; click on the up or down arrow next to each field name.

# WellRyde Dispatch Portal – Assigning Trips to Drivers

## Color Coding a Trip's List

If you prefer to color code your search results, use the Rule Formatter. The Rule Formatter allows you to create rules that will flag rows and mark them with a specific color.

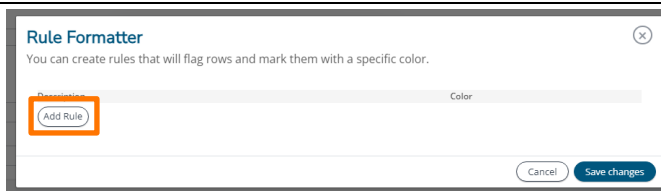
For example, to mark all the completed trips green, click **Rule Formatter**.

27 Trips Add Trip(s) **Rule Formatter** Column Search Export Refresh List

Assign Driver Un-Assign Driver Update Will Call More ▾

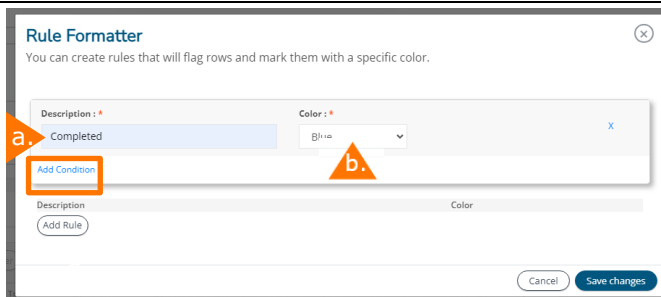
Driver	Rider's Name	Trip Id	Status	Level Of Service	PU - Schedule Ti...	DO - Schedule Ti...	PU - Full Street	PU - City	DO - Full Street	DO - City
<input type="checkbox"/> Anne O'Neill	x WOHLBERG, MARCUS	TRN-7759	Accepted	A	1:26 PM	1:45 PM	2101 WASH...	COVINGTON	175 KIRKLAN...	COVINGTON
<input type="checkbox"/> Betty Driver	x THOMAS, RICHARD	TRN-7784	Accepted	A	8:45 AM	10:00 AM	4181 HOSPL...	COVINGTON	1039 EMMA...	MONROE
<input type="checkbox"/> Kevin Singleton	x THOMAS, RICHARD	TRN-7781	Accepted	A	5:30 AM	6:20 AM	1039 EMMA...	MONROE	4181 HOSPL...	COVINGTON

1. Click **Add Rule**.



2. In the Rule Formatter window, complete the following fields:

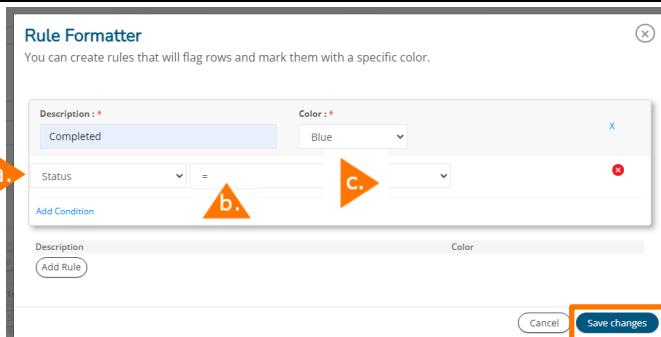
- Description:** Include a description of the filter being created. For this example, enter **Completed**.
- Color:** Select **Green** from the drop-down menu.



3. Click **Add Condition**.

4. Enter the following information for the condition, from the respective drop-down menus:

- Field 1:** Select **Status**.
- Field 2:** Select **=**  
**Note:** The third field displays once information has been entered in field 2.
- Field 3:** Select **Completed**.



5. Click **Save Changes**.

# WellRyde Dispatch Portal – Assigning Trips to Drivers

Notice the trips with a status of completed have been highlighted in green. When you search for trips with a completed status, those rows will display in green as a visual indicator that they are completed trips.

Driver	Trip Id	Status	Level Of Service	PU - Schedule TI...	DO - Schedule TI...	PU - Full Street	PU - City	DO - Full Street	DO - City	Escorts	PU - Actual Time	DO - Actual Time
<input type="checkbox"/> Enter driver name	TRN-7767	Created	A	2:00 PM	3:30 PM	9165 GALLIT...	COVINGTON	175 KIRKLAN...	COVINGTON			
<input type="checkbox"/> Enter driver name	TRN-7766	Created	A	1:00 PM	2:30 PM	125 RIVEBEN...	COVINGTON	175 KIRKLAN...	COVINGTON			
<input type="checkbox"/> Enter driver name	TRN-7765	Created	A	12:00 PM	1:30 PM	2400 ELKS C...	COVINGTON	101 KIRKLAN...	COVINGTON			
<input type="checkbox"/> Anne O'Neill	TRN-7769	Accepted	A	1:26 PM	1:45 PM	2101 WASHI...	COVINGTON	175 KIRKLAN...	COVINGTON			
<input type="checkbox"/> Enter driver name	TRN-7770	Created	A	hh	mm	65 MABRY F...	COVINGTON	175 KIRKLAN...	COVINGTON			
<input type="checkbox"/> Enter driver name	TRN-7771	Created	A	hh	mm	771 ISLAND ...	COVINGTON	175 KIRKLAN...	COVINGTON			
<input type="checkbox"/> Enter driver name	TRN-7772	Created	A	hh	mm	2245 MORNI...	COVINGTON	175 KIRKLAN...	COVINGTON			

## WellRyde Dispatch Portal – Assigning Trips to Drivers

### Assigning an Individual one Trip or Multiple Trips

After searching and filtering trips, you may need to assign them to your drivers. You can assign individual trips to a driver or multiple trips to one driver. Assigning multiple trips to one driver allows you to assign trips more efficiently and quickly.

1. To assign an individual a trip:
  - a. Click the Driver Name field to access the drop-down menu.
  - b. Select the specific driver's name you'd like to assign the trip. This will assign the trip real time to the driver.

28 Trips

Buttons: Add Trip(s), Rule Formatter, Column Search, Export, Refresh List

Buttons: Assign Driver, Un-Assign Driver, Update Will Call, More

Showing 28 of 28 | Results per page: 200

Driver Name	Trip Id	Status	Level Of Service	PU - Schedule TI...	DO - Schedule TI...	PU - Full Street	PU - City	DO - Full Street	DO - City	Escorts	PU - Actual Time	DO - Actual Time
admin User	TRN-7759	Created	A	6:00 PM	7:30 PM	2817 BRIAR C...	CONYERS	101 KIRKLAN...	COVINGTON			
Janice Wicks	TRN-7758	Cancelled	A	5:00 PM	6:30 PM	839 BRIAR C...	CONYERS	101 KIRKLAN...	COVINGTON			
Jill Kusa	TRN-7768	Created	A	3:00 PM	4:30 PM	8127 PUCKE...	COVINGTON	175 KIRKLAN...	COVINGTON			
Anne O'Neill	TRN-7767	Created	A	2:00 PM	3:30 PM	9165 GALLIT...	COVINGTON	175 KIRKLAN...	COVINGTON			

You will receive a confirmation message stating the trip was assigned successfully.

modivcare | WR Training Account | Seve Stember

Trip Assigned Successfully.

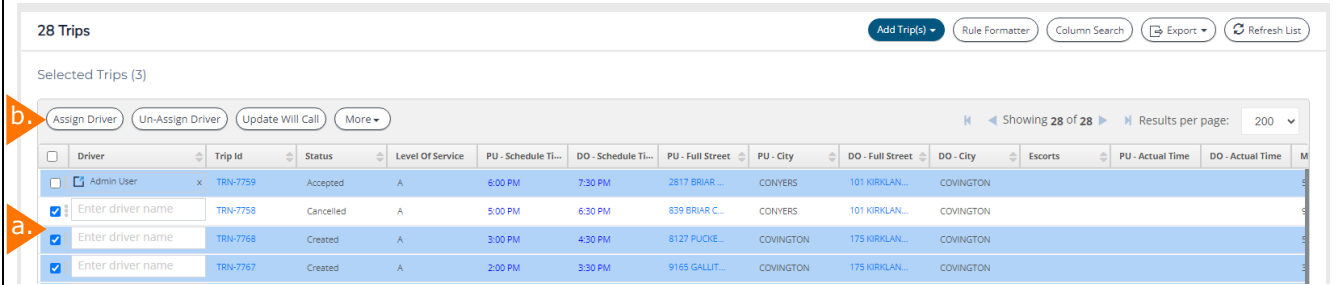
Buttons: Default Filter, Actions, Reset, Search

Driver's Name

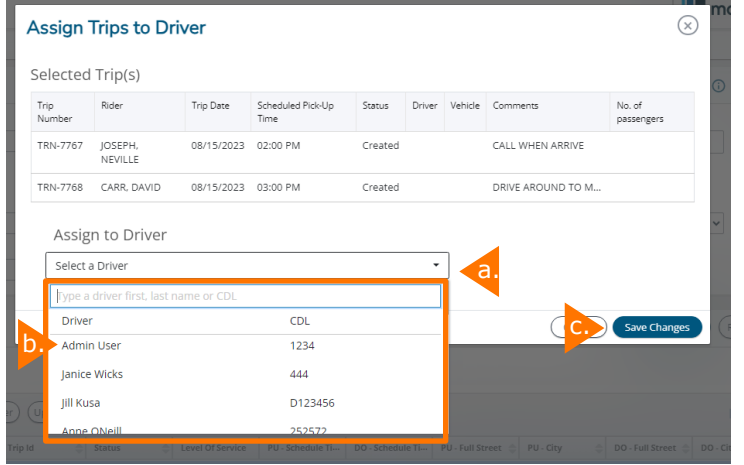
Type

# WellRyde Dispatch Portal – Assigning Trips to Drivers

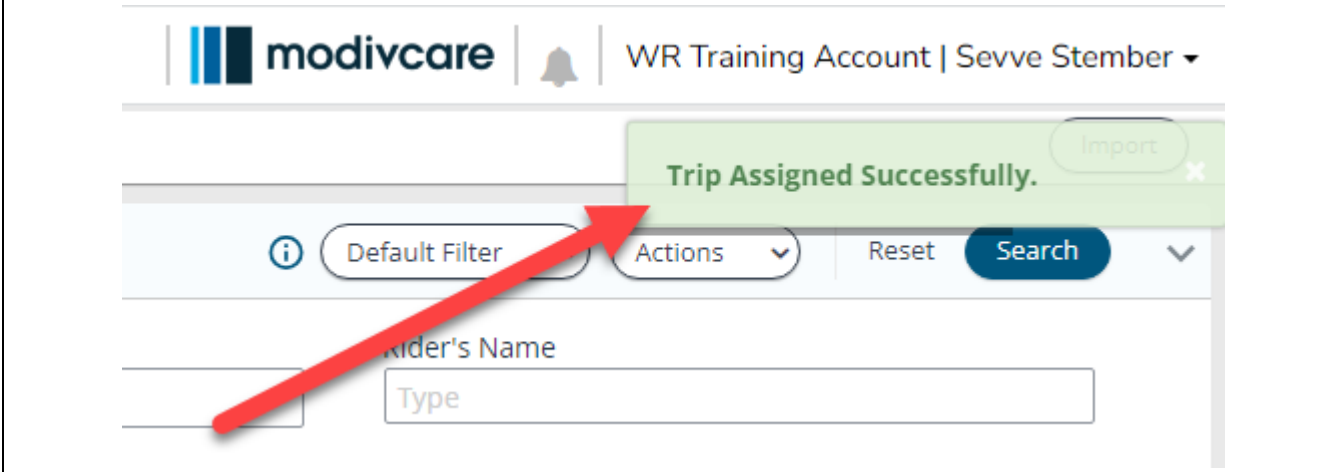
- 2. To assign multiple trips to one driver:
  - a. Click the **check boxes** to the left of all the trips you'd like to assign.
  - b. Click **Assign Driver**.



- 3. The Assign Trips to Driver window displays. To select the driver:
  - a. Click inside the Assign to Driver field (white box under Assign to Driver) to access a list of eligible drivers.
  - b. Select the **name of the driver** you'd like to assign the trips.
  - c. Click **Save Changes**.

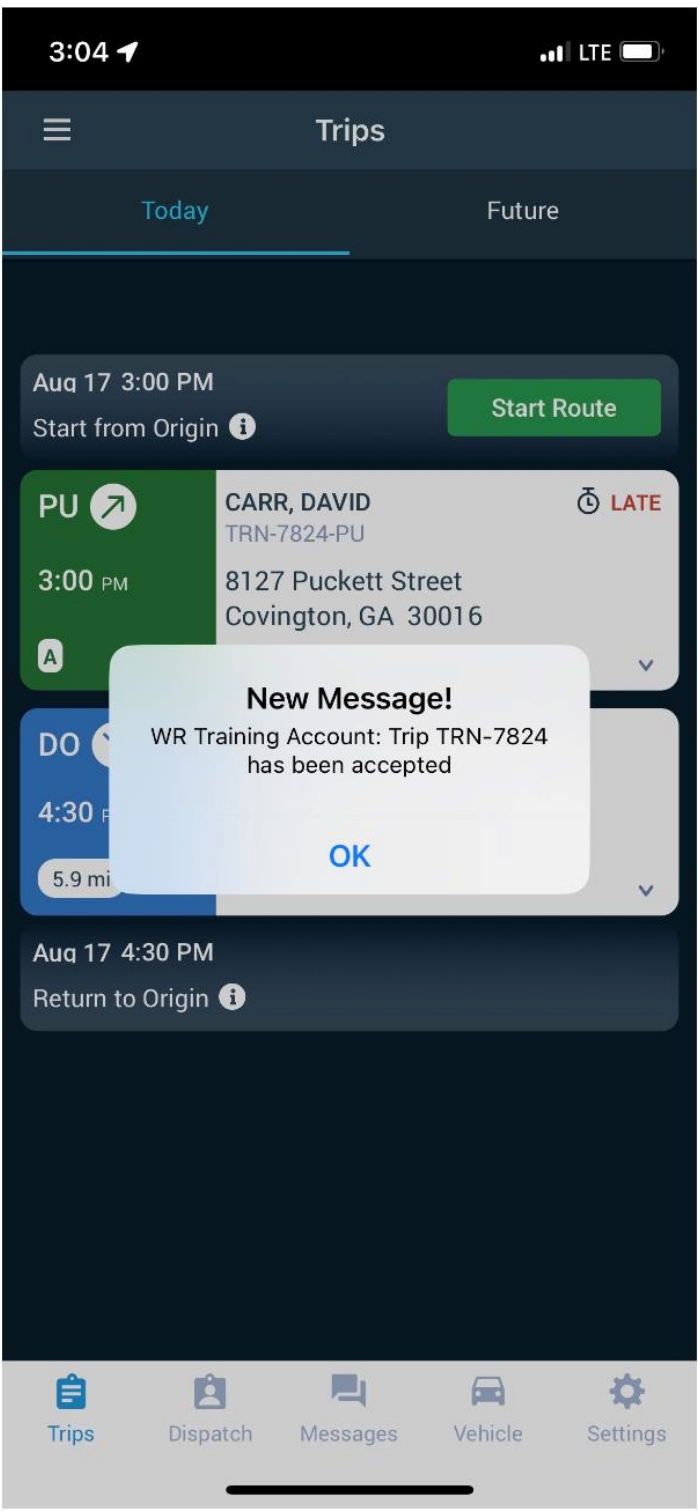


Whether you assign individual trips to a driver or multiple trips to one driver, once the trips are assigned, you will get a confirmation message stating the trips were assigned successfully.



# WellRyde Dispatch Portal – Assigning Trips to Drivers

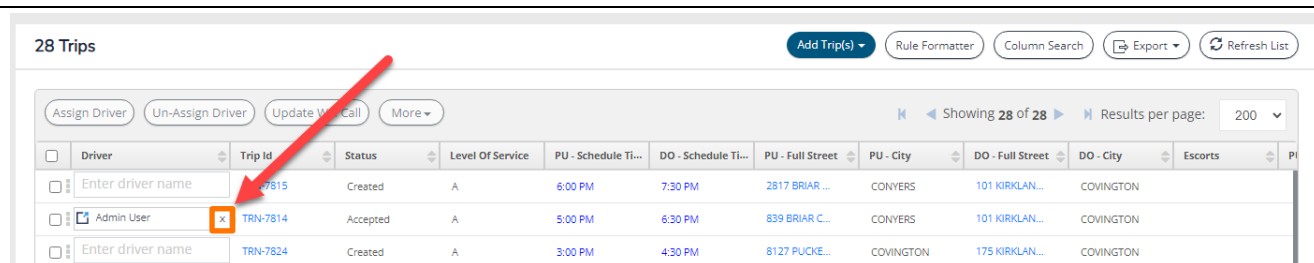
Also, the driver will immediately get a notification on their mobile app that a trip or trips have been assigned to them. The driver will still need to refresh their mobile app screen for the trips to appear.



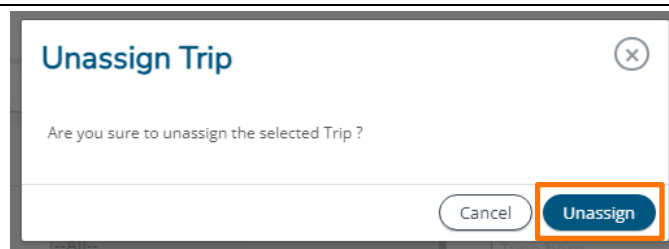
# WellRyde Dispatch Portal – Assigning Trips to Drivers

## Unassigning and Reassigning Trips

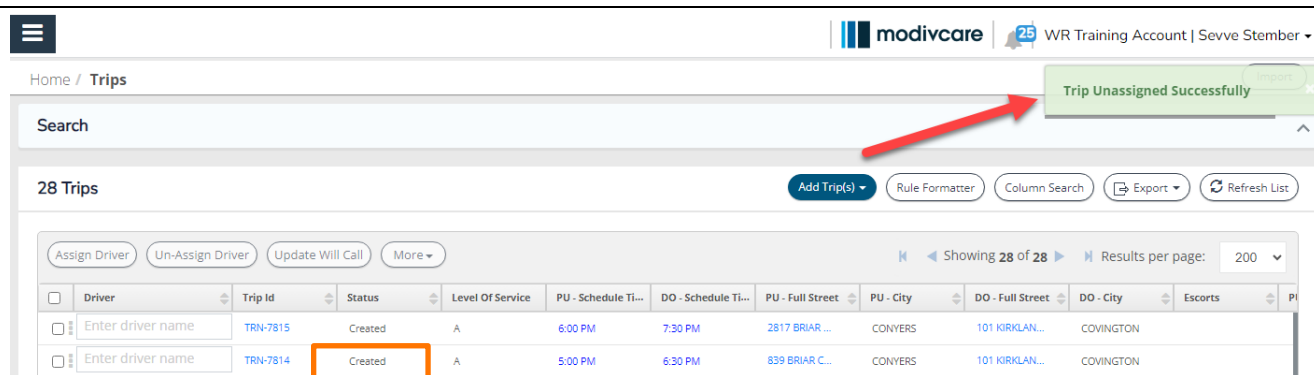
- To unassign a single trip from a driver, click on the “X” next to the driver’s name in the driver column on the Trips screen.



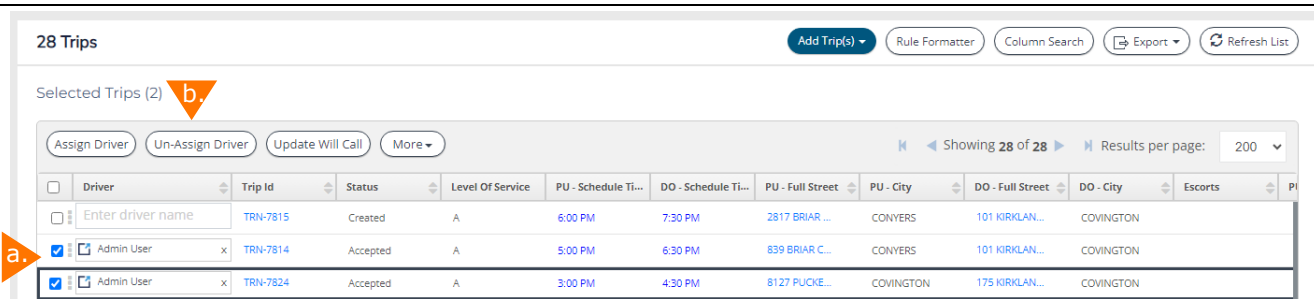
- The Unassign Trip window displays asking are you sure you want to unassign the selected trip. Click **Unassign**.



A confirmation message displays stating the trip was unassigned successfully. Also, the status of the trip changes from accepted to created.



- To unassign several trips at once:
  - Select the **checkbox** next to all the trips to unassign.
  - Click **Unassign Driver**.

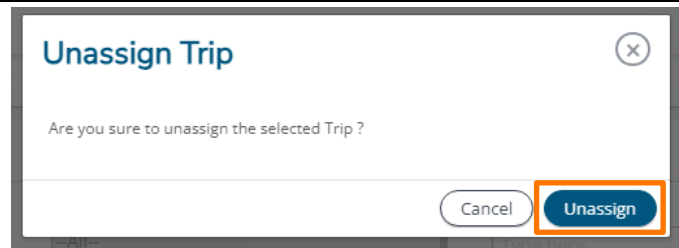




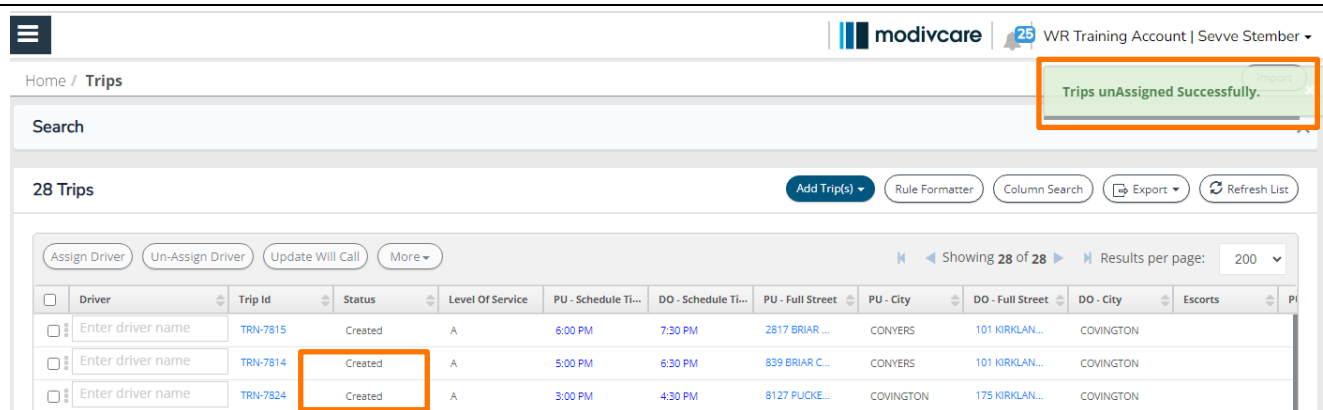
# WellRyde Dispatch Portal – Assigning Trips to Drivers

## Unassigning and Reassigning Trips

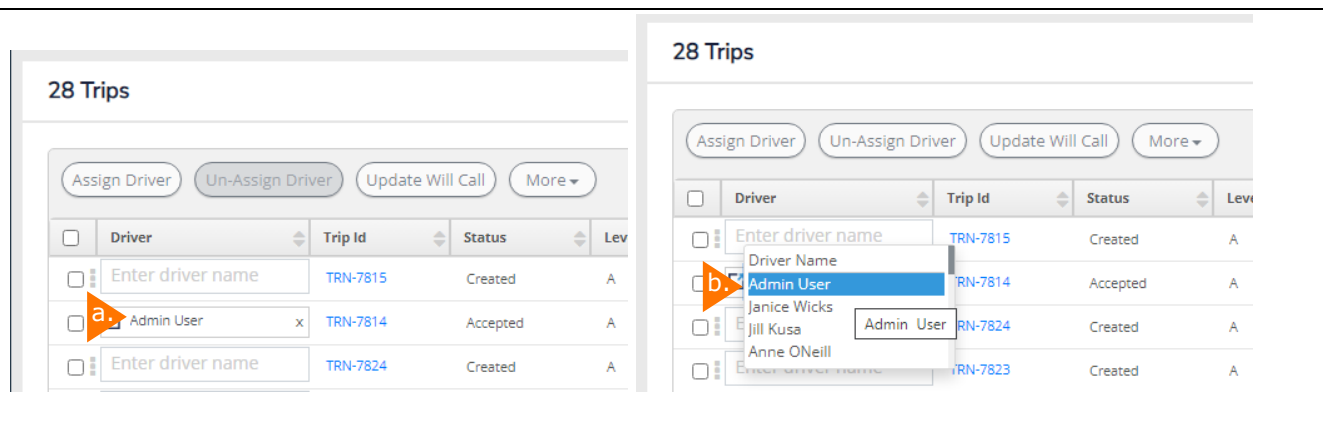
4. The Unassign Trip window displays asking are you sure you want to unassign the selected trip. Click **Unassign**.



A confirmation message displays stating the trips were unassigned successfully. Also, the status of the trip changes from accepted to created.

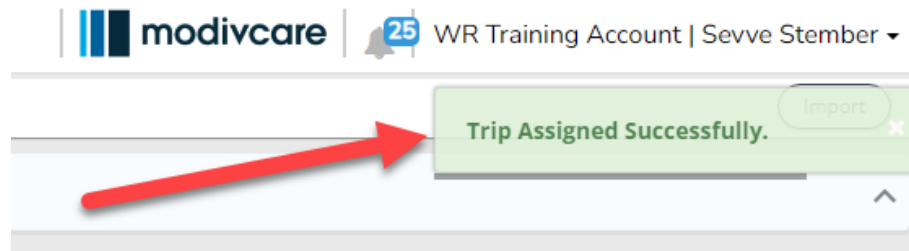


5. If a trip is already assigned to one driver and you need to reassign it to another driver in real time,  
 a. Click in the **driver's name** field for the trip.  
 b. Select the **new driver's name** from the drop-down menu.



## WellRyde Dispatch Portal – Assigning Trips to Drivers

A confirmation message displays stating the trips were assigned successfully.



**Note:** To reassign in bulk, first unassign all the necessary trips, then reassign the trips in bulk just as you would assign them for the first time.

# WellRyde Dispatch Portal – Assigning Trips to Drivers

## Re-route and Cancel Trips

There also might be instances in which you need to re-route a trip or cancel a trip altogether. Re-routing typically occurs when you receive trips in WellRyde from ModivCare and don't have enough drivers to fulfill the trips. Or you are outside of the specific service area, so you must send the trips back to ModivCare. This is also referred to as "rejecting a trip" in WellRyde.

1. To re-route a trip, click the checkbox for the trip you need to re-route.

28 Trips

Selected Trips (1)

Assign Driver Un-Assign Driver Update Will Call More

Driver	Trip Id	Status	Level Of Service	PU - Schedule Ti...	DO - Schedule Ti...	PU - Full Street	PU - City	DO - Full Street	DO - City	Escorts
<input checked="" type="checkbox"/> Admin User	x TRN-7815	Accepted	A	6:00 PM	7:30 PM	2817 BRIAR ...	CONYERS	101 KIRKLAN...	COVINGTON	
<input type="checkbox"/> Jill Kusa	x TRN-7814	Accepted	A	5:00 PM	6:30 PM	839 BRIAR C...	CONYERS	101 KIRKLAN...	COVINGTON	

2. Click **More** and then select **Reject** from the drop-down menu.

28 Trips

Selected Trips (1)

Assign Driver Un-Assign Driver Update Will Call More

Driver	Trip Id	Status	Level Of Service	PU - Schedule Ti...	DO - Schedule Ti...	PU - Full Street	PU - City	DO - Full Street	DO - City	Escorts
<input checked="" type="checkbox"/> Admin User	x TRN-7815	Accepted	A	6:00 PM	7:30 PM	2817 BRIAR ...	CONYERS	101 KIRKLAN...	COVINGTON	
<input type="checkbox"/> Jill Kusa	x TRN-7814	Accepted	A	5:00 PM	6:30 PM	839 BRIAR C...	CONYERS	101 KIRKLAN...	COVINGTON	
<input type="checkbox"/> Enter driver name	TRN-7824	Created		3:00 PM	4:30 PM	8127 PUCKE...	COVINGTON	175 KIRKLAN...	COVINGTON	
<input type="checkbox"/> Enter driver name	TRN-7823	Created		2:00 PM	3:30 PM	9165 GALLIT...	COVINGTON	175 KIRKLAN...	COVINGTON	

3. Next, select a **re-route reason** description from the Reason for Rejection drop-down menu.

### Reject Trip

Please provide the following information for Deletion/Rejection of Trips  
Trips assigned to the Company

Reason for rejection:

- Driver Shortage (down drivers)
- None--
- Driver Shortage (down drivers)
- Issue with Member or Facility
- Member No Longer Attends
- Not In Service Area
- Not in Service Area
- Outside Operational Hours
- Too many calls
- Too many calls
- Too many trips
- Too much volume w/in same time period
- Vehicle Shortage (broken)
- Wrong LOS
- Wrong Service Level

## WellRyde Dispatch Portal – Assigning Trips to Drivers

### Re-route and Cancel Trips

4. Click **Reject Trip**. The trip will be sent back to ModivCare automatically.

**Note:** To re-route trips successfully, the trip's starting date and time needs to be more than 24 hours from the current date and time.

5. To cancel a trip altogether, click **More** and then select **Cancel** from the drop-down menu.

28 Trips Add Trip(s) Rule Formatter Column Search Export Refresh List

Selected Trips (1)

Assign Driver Un-Assign Driver Update Will Call **More**

Driver	Trip Id	Status	Notify Driver	Df Service	PU - Schedule Ti...	DO - Schedule Ti...	PU - Full Street	PU - City	DO - Full Street	DO - City	Escorts
<input checked="" type="checkbox"/> Admin User	x TRN-7815	Accepte	Reject		6:00 PM	7:30 PM	2817 BRIAR ...	CONVERS	101 KIRKLAN...	COVINGTON	
<input checked="" type="checkbox"/> Jill Kusa	x TRN-7814	Accepte	Comment		5:00 PM	6:30 PM	839 BRIAR C...	CONVERS	101 KIRKLAN...	COVINGTON	
<input type="checkbox"/> Enter driver name	TRN-7824	Create	<b>Cancel</b>		3:00 PM	4:30 PM	8127 PUCKE...	COVINGTON	175 KIRKLAN...	COVINGTON	
<input type="checkbox"/> Enter driver name	TRN-7823	Create	Reopen		2:00 PM	3:30 PM	9165 GALLIT...	COVINGTON	175 KIRKLAN...	COVINGTON	

Showing 28 of 28 Results per page: 200

6. The Cancel Trip window displays. From the Reason for Cancel drop-down menu, select a **reason** for the cancellation.

# WellRyde Dispatch Portal – Assigning Trips to Drivers

## Re-route and Cancel Trips

7. Lastly, fill in a **Comment**, **Add a Private Note** (optional), and Click **Cancel Trip**.

The screenshot shows a 'Cancel Trip' form with the following fields and elements:

- Reason for Cancel:** A dropdown menu currently showing "--None--".
- Comment:** A text input field with a red arrow pointing to it.
- Add a Private Note: (Optional)** A text input field with a red arrow pointing to it.
- Character Count:** "1000 characters remaining" is displayed below the private note field.
- Buttons:** "Cancel" and "Cancel Trip" buttons are at the bottom right, with a red arrow pointing to the "Cancel Trip" button.

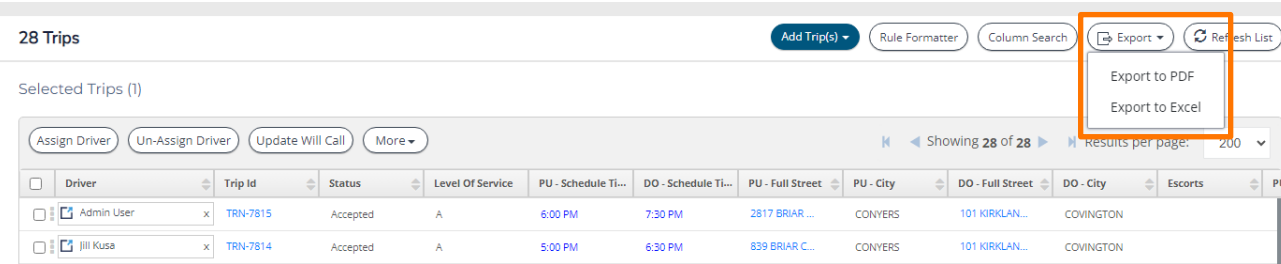
# WellRyde Dispatch Portal – Assigning Trips to Drivers

## Export a Trip List

After you've finalized your trip list, you can easily export it from the Dispatch Portal and save it to your computer for your records. You can either Export to PDF or Export to Excel.

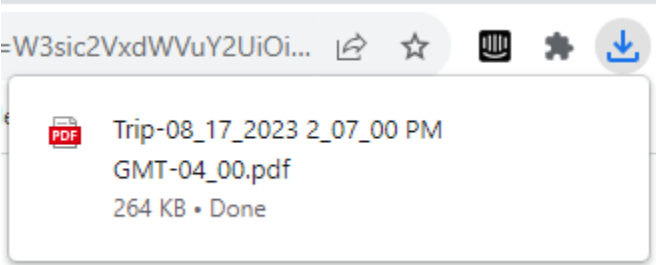
1. To export a trip list click the **Export** dropdown menu and select:

- **Export to PDF, OR**
- **Export to Excel**



2. The document will download to the Downloads folder on your computer. You will know the file is downloading when you see this image at the top right of your computer screen.

Below is an example of an opened PDF.



Trip  
August 17th 2023, 6:07:01 pm  
WR Training Account

Total Count : 28

Driver	Trip Id	Status	Level Of Service	PU - Schedule Time	DO - Schedule Time	PU - Full Street	PU - City	DO - Full Street	DO - City	Escorts	PU - Actual Time	DO - Actual Time	Miles	Rider's Age	Trip Source	Cancellation Reason Code	Rejec Reas Code
Admin User	TRN-7815	Accepted	A	08/17/2023 6:00:00 PM	08/17/2023 7:30:00 PM	2817 BRIAR HILL LANE	CONYERS	101 KIRKLAND ROAD	COVINGTON				5.84		CIRC		
Jill Kusa	TRN-7814	Accepted	A	08/17/2023 5:00:00 PM	08/17/2023 6:30:00 PM	839 BRIAR CREEK COURT	CONYERS	101 KIRKLAND ROAD	COVINGTON				9.67		CIRC		
	TRN-7824	Created	A	08/17/2023 3:00:00 PM	08/17/2023 4:30:00 PM	8127 PUCKETT STREET	COVINGTON	175 KIRKLAND ROAD	COVINGTON				5.85		CIRC		
	TRN-7823	Created	A	08/17/2023 2:00:00 PM	08/17/2023 3:30:00 PM	9165 GALLITIN DRIVE	COVINGTON	175 KIRKLAND RD	COVINGTON				3.84		CIRC		
	TRN-7822	Created	A	08/17/2023 1:00:00 PM	08/17/2023 2:30:00 PM	125 RIVEBEND DRIVE	COVINGTON	175 KIRKLAND ROAD	COVINGTON				7.36		CIRC		
	TRN-7821	Created	A	08/17/2023 12:00:00 PM	08/17/2023 1:30:00 PM	2400 ELKS CLUB ROAD	COVINGTON	101 KIRKLAND ROAD	COVINGTON				12.35		CIRC		