

WellRyde Driver – Cancelling a Trip

Overview

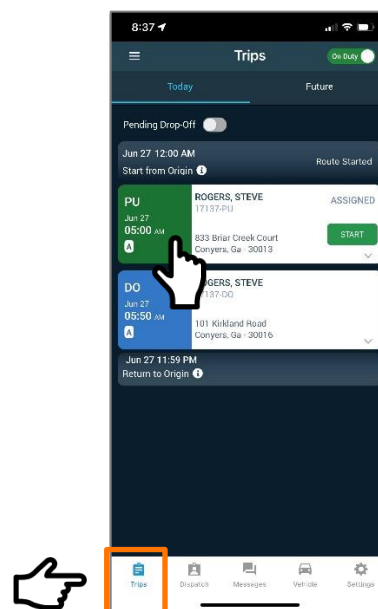
As a driver, there might be times when you are assigned a trip you cannot take due to scheduling conflicts, issues with your vehicle or issues with the Rider you are picking up.

If this is the case, you have the ability to cancel a trip in the WellRyde Mobile App on your own instead of needing your dispatcher to cancel the trip for you.

Please follow your company’s operational process when it comes to canceling trips.

Cancelling a Trip

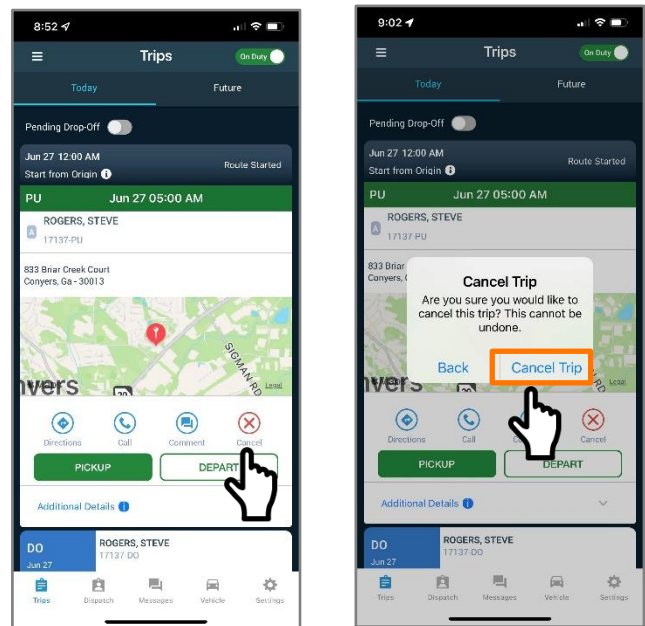
1. To **cancel** a trip, navigate to the **Trips** screen and click on the **Pickup card** for the Rider’s trip you’d like to cancel.



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2. Next, click the **Cancel (X) icon**, and confirm your cancellation by clicking **Cancel Trip**.

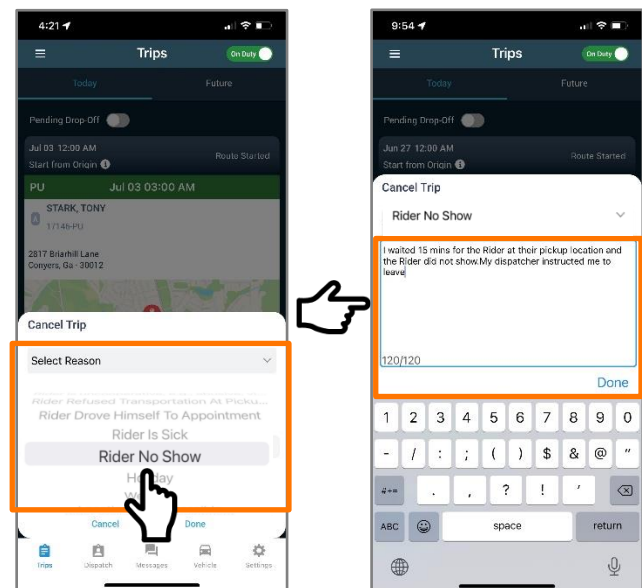
Once you confirm a trip cancellation, it cannot be undone.



3. Then select a **cancellation reason** description from the drop-down.

For example

- Rider Refused Transportation at Pickup
- Rider is Sick
- Rider No Show.
 - Add any **additional comments** you see necessary:
 - *“I waited 15 mins for the Rider at their pickup location and the Rider did not come out. My Dispatcher Instructed me to leave”*
 - This provides an additional backstory for your dispatcher as to why you cancelled the trip.



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- Next, click **Done** to confirm the trip cancellation. The trip will be removed from your Trips screen.

Once a trip is cancelled, it cannot be undone. The trip will update to a cancelled status in the WellRyde Dispatch Portal.

You can also view your cancelled trips in WellRyde Driver by clicking on **“Show Completed”** from your Trips screen. This will take you to your **Completed Trips** screen where your cancelled trips will be displayed

Cancelling a trip in WellRyde Driver only cancels that particular leg of the trip. If you wish to cancel any additional legs, you must go through the cancel process to remove each corresponding leg individually from your **Trips** screen.

Note: your Dispatcher should also be informed when you cancel a trip

Note: If the trip is canceled in error, the Dispatcher would need to call their Provider Line to get it corrected.

