

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.



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2. Next, click the Cancel (X) icon, and 9:02 -8:52 🖈 confirm your cancellation by clicking Trips = Trips On Duty Cancel Trip. Future Pending Drop-Off 🏼 🌑 Pending Drop-Off Once you confirm a trip cancellation, Jun 27 12:00 AM Jun 27 12:00 AM om Origin 📵 Start from Origin 🕕 it cannot be undone. Jun 27 05:00 AM PU ROGERS, STEVE ROGERS, STEVE A 33 Briar Creek Cour onvers Ga - 30013 Cancel Trip Are you sure you would like to cancel this trip? This cannot be undone. Cancel Trip Back vers vers -0 ٢ X ROGERS, STEVE OGERS, STEVE DO 围 围 ò Ê 户 ð Ê Ĥ 3. Then select a cancellation reason description from the drop-down. Trips Trips For example Rider Refused Transportation at • ding Drop-Off 🏾 🌒 iding Drop-Off 🏾 🌑 Pickup Origin 🕕 Rider is Sick • Cancel Trip Rider No Show. Rider No Show • Add any **additional** I waited 15 mins for the Rider at their pickup location and the Rider did not show.My dispatcher instructed me to comments you see necessary: Cancel Trip "I waited 15 mins . Select Reason 120/12 Done for the Rider at 1 2 3 4 5 6 7 8 9 0 their pickup Rider Is Sick - / : ; () \$ & @ " Rider No Show location and the , ? 1 \mathbf{x} #+= \otimes Rider did not АВС 😳 return space Can come out. My Ê Ê ¢ Ŷ Dispatcher Instructed me to leave" This provides an additional backstory for your dispatcher as to why you cancelled the trip.

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4. 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.



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