eRide User Guide

Our online tool (eRide) is wonderfully dynamic and allows you to easily manage rides booked through Transportation Plus.
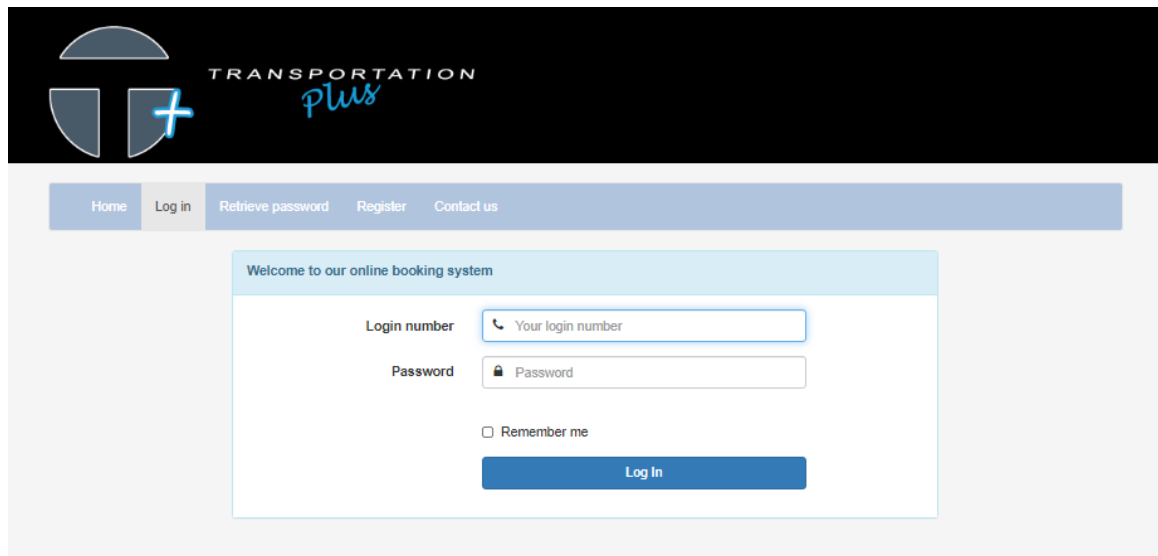
eRide is a web browser, but is very "app-like" in the sense that it works the same from your smartphone as it does from your desktop computer.

With eRide you can:
- Book rides
- Track, activate, modify, or cancel any ride
- Set up ride templates so you can quickly book similar rides in the future

With your login credentials, go to the site noted below. We encourage you to save this site as a favorite on your web browser. (If you do not have your login information, contact sales@tplusride.com and we will create an eRide login that is "tied" to your corporate account.)

http://eride.tplusride.com/ecabcall/Login.aspx

Login Number
Your login number will be provided by Transportation Plus. It is generally your account number.

Password
Transportation Plus will provide a password. After the initial login, the password can be changed at any point. (See *Change Details* detailed later in this document.)

New Booking

Upon logging in, eRide defaults to the *New Booking* screen. (Based on the order requirements of your account, the fields may be slightly different and/or arranged differently than what's noted below.)

Booking Information

Favorite

This field will show only if you have a *Favorite* set up. Setting up a *Favorite* is detailed later in this document.

Select a time option

The Pickup time must be entered in separate Hours (AM/PM) and Minutes fields. If you are unsure of the pickup time, toggle the Will Call option (or) enter a pickup time of 11PM (hour) and 59 (minutes).

Pickup Time options:

- Now – books ride for an immediate (ASAP) pickup
- Today – allows you to enter the pickup time for today
- Tomorrow – allows you to enter the pickup time for a pickup date of tomorrow
- Select date – allows you to enter the pickup time and date of the pickup
- Will Call
  - Toggling the Will Call button sets the pickup time to 11:59 PM.
  - 11:59 orders can be activated for pickup at any point during the day up until 11:59 PM.
  - Will Call orders can be activated by the passenger by replying with the word **GO** to the text they receive from 612-888-8888 or by calling 612-888-8888. (See *Order Notifications* detailed later in this document.)

Passenger's Phone #

If the cell phone of the passenger is provided, they will receive several alerts throughout the booking process (See *Order Notifications* detailed later in this document.) We prefer phone numbers be entered with digits only. (Example. 6128888888 instead of 612-888-8888)

Ordered By

Provide the name of the person placing the order. This is a required field and will flow through to the invoice.

Ordered By Phone #

Provide the phone number of the person placing the order. On occasion we many need to contact this person if there is a question about the order. (For example, if the passenger wanted to go to a different address than what was entered, our Dispatchers would call this number to confirm that the change of destination was approved by the account.)

Payment Type

Select *Account* OR if you expect the passenger to pay out of pocket for their ride, select *Passenger to pay*. (Some eRide accounts do not have a payment type option. If there is no option, the ride you book will be charged to your account.)

Cost Center

Some accounts require further delineation of the order. Enter the cost center or select from the drop down accordingly if this field is present.

Type of Vehicle

Most accounts have the following default selections. (Based on your account setup, you may have more options.)

- Any – if passenger has no preference on vehicle type (sedan or minivan) select Any
- Minivan – select if there are 4 or more passengers, OR if a minivan is preferred by the passenger.
- Sedan – select if a sedan is preferred by the passenger
- Wheelchair – select if a wheelchair vehicle is required by the passenger (additional fees may apply).
- With Car Seat – select if a car seat is required. Our car seats accommodate a child from 5-45 pounds and can be faced either direction

Booking information

These notes are only seen only by our Dispatchers (not the driver). Perhaps a note like "willing to take a minivan if a sedan is not readily available" would go in this area.

Notify on Approach

As the vehicle gets within 200-yards of the pickup address, an automated alert will go out to the Passenger's Phone #. Select *Text* or *Call*. If you are unsure whether the number is a cell phone, select the Call option. For more detail about this alert, refer to the *Order Notifications* later in this document.

Pickup Details

There are several options for inputting the address. (*T-Plus Street Database*, T-Plus Street Database *Places*, or *Google maps*.)

Swap pickup and destination

Once there is a pickup and drop off address, toggling this button will flip the pick and drop addresses.

Address (T-Plus Street Database)

- **The House/Building #**
  - o Enter the house number or building number.
  - o To enter the address 5010 Hillsboro Ave N, you would enter 5010 in this field:

- **Pickup Street Name**
  - o Start typing the street name in this field
  - o To enter the address 5010 Hillsboro Ave N, you would enter the letters "Hills" in this field.

  - o All the matches in our street database with the House/Building # you entered will populate
  - o Scroll down with your cursor to select the Street name
  - o You must choose from the selections provided. You cannot free-form this field
  - o Hints for entering a street address:
    - Do not use any periods or any other punctuation
    - You must use abbreviations for street designations and directional attributes
    - Direction attributes may by listed ahead of the street name. (E Lake St instead of Lake St E for example)
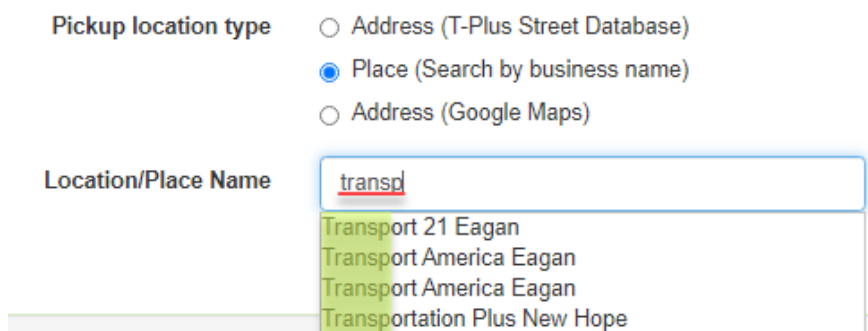
- **Location Name** – Free form the name of the building or business if applicable
- **Additional Information** – Add any notes here that will assist the driver
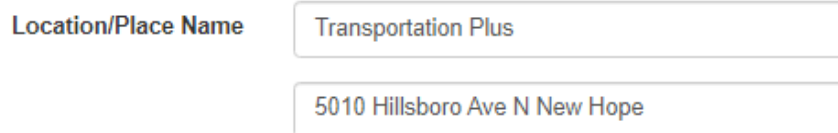
Place (Search by business name)

There are over 15,000 Places in the *T-Plus Street Database*. By toggling *Place*, you are searching the T-Plus Street database by the Business (location) name. If a Place is entered/selected, the address automatically populates and the GPS coordinates we have set for that Place come along.

- **Location Place/Name**
    - To search, type the first few letters of the Place you are searching for.
    - To enter Transportation Plus as the Place, you would enter the letters "transp" in this field.

    - All the matches in our Places database for the letters you typed will populate. (You will need to type 4 or more letters.) To narrow down the list, type more letters.
    - Choose from the selections provided with your mouse. You cannot free-form this field.
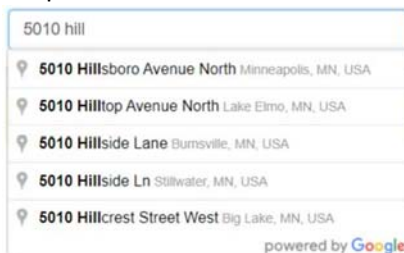   - Upon selecting, the Place name and address will populate.

- **Additional Information** – Add any notes here that will assist the driver

Address (Google Maps)

Toggling this option allows you to enter an address via Google's street database. Google Maps very easy to use, but has a tendency to produce bad GPS coordinates. We prefer that you use this option only if you cannot enter your address either of the ways noted above.

- **Address/Place**
    - Type the address or business name
    - Google will provide the best matches based on the information you type

    - Choose from the selections provided. You cannot free-form this field

- **Additional Information** – Add any notes here that will assist the driver

Drop off Details

Round Trip Information

Most rides include a GO and a RETURN ride. Once a pickup address is entered, the following options will show up in the Drop off details box.

Selecting a RETURN ride option below will automatically create a second order so you do not have to enter both the GO and RETURN rides separately.

- No Round Trip – this is the default. Leave it selected if you are entering a 1-way trip.

- Round Trip (Will Call Return)

  - Toggling this button sets the pickup time to 11:59 PM for the same day of the pickup. If the RETURN is for a different date, change the Return Date accordingly.
  - 11:59 orders can be activated for pickup at any point during the day up until 11:59 PM.
  - If a Will Call ride is not activated, there is no charge to the account
  - Will Call orders can be activated by the passenger by replying with the word **GO** to the text they receive from 612-888-8888 or by calling 612-888-8888. (See *Order Notifications* detailed later in this document.)
  - We prefer that RETURN rides be entered as Will Calls.

- Round Trip (Time Call Return)

  - Select this option if you know the passenger's return time
  - Enter the Pickup hour and Minutes accordingly. The Return date defaults to the same day as the pickup date. If the RETURN is for a different date, change the Return Date accordingly.
  - Orders begin dispatching 10-25 minutes ahead of the pickup time. If an order dispatches, a charge to the account of some sort will apply.

Drop off Location type

Options include the following:
- **Airport** – If the destination is the Airport, you can select this option
- **Address** (T-Plus Street Database)
- **Place** (Search by business name)
- **Address** (Google Maps)
- **Drop off unknown** - use this as a very last resort

Additional Information – Add any notes here that will assist the driver
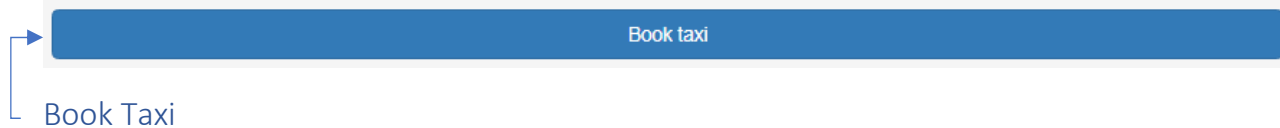
<div style="text-align: center; background-color: #4a7ebb; color: white; padding: 10px;">Book taxi</div>

Book Taxi

Click on the *Book Taxi* button to complete your ride request.

If your booking is not completed in full, you may get one of the error messages below. Generally, the error message details exactly what the issue is with your booking. To complete the booking, correct the error and click the *Book Taxi* button.

- Please select a booking time
- Passenger name is missing
- Please enter the Ordered By
- Please enter the Ordered by Phone #
- Please select a payment type
- Your pickup address is invalid 0
- Your destination address is invalid 0

If you ever get a message to contact Transportation Plus, its generally a sign that something has changed with your corporate account requirements and that your eRide login has to be updated accordingly.

If you get a message to contact Transportation Plus, email sales@tplusride.com for assistance.

A Successful Booking

Each time a booking is created, you will immediately get a screen similar to the one below that summarizes your ride.

The screen notes your reference number (also referred to as the job #) as well as the trip details.

Sending Booking Details to another person

Email me my booking details

All eRide logins automatically email booking details to the email address associated with the login. If you need to send the booking details to another email address, update the email address field and click on the *Email me by booking details* button.

Text me my reference number

eRide orders automatically send order notifications to the Passenger Phone #. If you want a text notification to go do a different phone number, and click on the *Text me by reference number* button.

Print Booking Details

Click on this button to get a summary of the booking details. You may want to print this summary and give it to the passenger. (This is not required, but sometimes offers the passenger peace of mind that they their ride is getting covered by the account.)

Job number:	16621651
Time:	11-Jan-21 23:59
Name:	TEST ORDER
Phone:	6513193308
Payment:	TEST NAME
Pickup	5010 Hillsboro Transportation Plus New Hope
Drop off	640 Jackson Regions Hospital - Er Entrance St Paul

My Bookings

This tab allows you to check the status of any ride charged to your account.

Booking Filter

The My Bookings tab defaults to show all trips in the system for <u>Today and later</u>. Trips are sorted by date and time. The screen refreshes every 60-seconds.

You can narrow down the results by selecting one of the following options.

- Date
    - **Today and later** – All trips from today and all future orders
    - **Today** – Trips from just today
    - **Tomorrow** – Trips from just tomorrow
    - **After Tomorrow** – All future trips after tomorrow
    - **Yesterday** – All trips from just yesterday
    - **Last 30 days** – All trips from the last 30-days
    - **Select Date** – All trips from the selected date range

- Optional Search (Trip Information)
    - **Name** – searches your account's orders by the name or partial name of the passenger
    - **Booking #** – searches your account's orders by the job number
    - **Order Number** – searches your account's orders by job number
    - **Phone Number** – searches your account's orders by phone number
    - **Pickup Street** – searches your account's orders by Pickup street or partial street name
    - **Pickup Place** – searches your account's orders by street or Pickup Place name
    - **Pickup Address** – searches your account's orders by pickup address or partial address
    - **Pickup Suburb** – searches your account's orders by pickup suburb
    - **Dropoff Street** – searches your account's orders by Pickup street or partial street name
    - **Dropoff Place** – searches your account's orders by street or Dropoff Place name
    - **Dropoff Address** – searches your account's orders by Dropoff address or partial address
    - **Dropoff Suburb** – searches your account's orders by Dropoff suburb

- Job Status Search - here are 8 statuses for an order.
  - **Scheduled** – future job not yet dispatched
  - **Will Call** – Needs to be activated to begin the dispatch process
  - **Dispatching**
    - Searching for an available vehicle
    - If the status is "Dispatching" and it is past the pickup time, then the system is still trying to find an available vehicle for the passenger
  - **On Way** – the vehicle is on the way to the pickup location (tracking icon appears)
  - **Picked up** – the vehicle has picked up the passenger (tracking icon appears)
  - **Complete** – the ride has been completed
  - **Cancelled** – the ride was canceled
  - **No Show** – the vehicle arrived at the pickup location but the passenger was not there or chose to not take the ride

Below is what your *My Bookings* tab may look like on a given day. Note the **Status** column and how the different statuses are color-coded for easy reference.

My Bookings – How To's

To Look at rides for a particular passenger

- Select "Name" from the second drop down,
- Enter in the passenger's name - you can enter in first name only, last name only, or partial first or last name
- Click on "Search"

- o This search will show all of today's rides in the system for the passenger.
- o Will Calls are listed with a pickup time of 23:59 and a Status of "Need to Activate".
- o If you wanted to see all current and future rides in the system for the passenger, then change the first dropdown to "Today and later".

To activate a Will Call (status = Need to Activate)

- Click on Activate
- Doing so sends order out with an immediate pickup time.

To track a ride with an active status (On Way or Picked up)

- Click on Track

- o If the Status is equal to "On way", clicking on the "Track" button will show the current location of the vehicle, the pickup location of the passenger, and an estimate of how far away and how long it will take for the vehicle to arrive.

Your reference number is 14751609 - 5836 Blaine Ave, Inver Grove Heights to BLOOMINGTON. [View] [Cancel] [Favorite]

Car T0483 has accepted your booking and is approximately 2.9 mi - 6 mins to pickup. You can track your booking staying on this page.   Refreshing in 46 seconds

- o If the Status is equal to "Picked Up", clicking on the "Track" button will show the current location of the vehicle, the drop off location, and an estimate of how far away and how long it will take for the vehicle to arrive.

Your reference number is 14739890 - 425 Labore Rd, Little Canada to Vadnais Heights. [View] [Favorite]

Car H0103 is approximately 2.9 mi - 6 mins to destination.   Refreshing in 54 seconds

- o All pages will automatically update (refresh) every 60 seconds. You can also force an update by hitting F5 on your keyboard.

To review the details on any ride
- Click on "View"
- You will see the booking information, pickup details, and drop off details.

Booking #	Date	DOB	Order #	Passenger	Pickup	Destination	Car #	Status	
14746349	10-Oct-19 12:15	5/14/1973	970516-1908195	MICHAEL ALECKSON	5615 CAMDEN AVE N, BROOKLYN CENTER	Park Nicollet Clinic - 3800, St Louis Park		Scheduled	View / Cancel / Favorite

To review the time-stamps on a completed ride

- Hover the mouse over the clock by the "View" button

Booking #	Date	DOB	Order #	Passenger	Pickup	Destination	Car #	Status	
14749455	10-Oct-19 04:06	6/26/1976	971005-1909086	WILLIAMETTE SPRINGER	Abbott Northwestern Hospital, Minneapolis	Chaska	A3468	Complete	ℹ ◷ View Favorite

- Doing so will allow a window to pop up showing the trip details.

Car accept time: 04:37 AM Pickup time: 04:41 AM Drop off time: 05:02 AM Distance: 15.57 miles

Change Details

Any change made within this tab will affect <u>only your eRide login</u>. To change any information associated with your Transportation Plus corporate account, contact sales@tplusride.com.

Please do not update any of the fields in Red below

Family/Company Name

This field updates the corporate account name in our eRide database only. To change the account name for your Transportation Plus corporate account, contact sales@tplusride.com.

First Name

This field is queried when generating text alerts. Any change will affect how text alerts read to the passenger. (See *Order Notifications – Text-on-Create* detailed later in this document.)

Phone

Please do not change the Phone # field. This field is your Transportation Plus corporate account number.

Password

To change the password, enter your new password.

Confirm Password

To change the password, confirm your new password

Email Address

To change the email address eRide email alerts go to, enter the new email address.

NOTE: <u>This change will only update the email for rides booked through your eRide login</u>. To change the email address for all rides booked under your Transportation Plus corporate account, contact sales@tplusride.com.

Favorite

Favorites make entering orders much more efficient by saving parts of your ride so you don't have to re-enter the same information each time you place an order.

New Favorite – How To Create a Favorite

- Click on "New Favorite"
- Upon clicking New Favorite, the screen will look much you are booking a new order, but most everything you enter will be saved as a Favorite and you will be able to pull up the saved information by selecting New Booking from your list of Favorites

Booking Information

- **Favorite Name** – Name the favorite something you will recognize
- **Passenger Name** – If you are creating the Favorite for a particular person's ride, enter the passenger name. If the Favorite is not for a specific person, leave this field blank.
- **Phone Number** – If you are creating the Favorite for a particular person's ride, enter the passenger's phone number. If the Favorite is not for a specific person, leave this field blank.
- **Ordered By** – this field cannot be pre-entered
- **Type of vehicle** – If you are creating the Favorite for a particular person's ride, enter the passenger's vehicle preference. If the Favorite is not for a specific person, leave this field blank.
- **Ordered By Phone #** – this field cannot be pre-entered

Pickup Details

- If you are creating the favorite for a ride that will always have the same pickup address, enter the pickup information.
- If there are specific notes for the particular ride, add them to the Additional Information field.

Drop off Details

- If you are creating the favorite for a ride that will always have the same drop off address, enter the drop off information.
- If there are specific notes for the particular ride, add them to the Additional Information field.

Save Favorite

- Click the Save Favorite button at the bottom of the screen.
- Whatever information you entered for the Favorite will be saved and will be available from the dropdown menu on the New Bookings tab and listed within the Favorite tab.

Favorite – How To Use

From the *New Booking* or *Favorite* tab, select the Favorite you want to create a booking for. Upon doing so, you will see that all the information you saved auto-populates the appropriate field(s). Simply add the pickup date & time, Ordered by Name & Phone number, and roundtrip information and hit *Book Taxi* button to create your order.

Order Notifications

The phone number noted in the Passenger's Phone # field will receive several alerts throughout the order process, so it is ideal that this phone number be the passenger's cell phone.

STOP or START text alerts

At any point, the recipient of can terminate text alerts by responding the word **STOP** to any text they receive from 612-888-8888. Doing so will stop all future texts from our company.

Conversely, the recipient can resume receiving texts from 612-888-8888 by sending the word **START** to 612-888-8888.

All text alerts alert the recipient to text **CANCEL** if the ride is no longer needed.

Alerts

Text-on-Create

This text alert goes out when the order is placed for both the GO ride and RETURN ride (if applicable).

(GO ride)

T-Plus Ride # 16310073 ordered via ABC Company will arrive Oct-01 @ 3:30 PM. PU @ 5010 Hillsboro Ave N, New Hope. If ride is no longer needed, text CANCEL.

(RETURN/WILL CALL ride)

Alert - When you are ready for your PU from Target - Andover, reply GO to active your T-Plus ride ordered via ABC company for Oct-01. Or call 612.888.8888.

Text-on-Accept

This text alerts goes out when the ride is accepted by a driver.

> A0246 will arrive soon. Go to: http://ecabcall.taxiservicesinc.com/ccwebcab/Activate.aspx/1234567 to track your ride. If ride is no longer needed, text CANCEL.

This text alerts the passenger of which vehicle will pick them up and also includes a tracking link.

By tapping the hyperlink, the passenger will get a real-time estimate of their vehicle's arrival and a map showing the vehicles location. The map automatically updates the vehicle's location every 30-seconds.
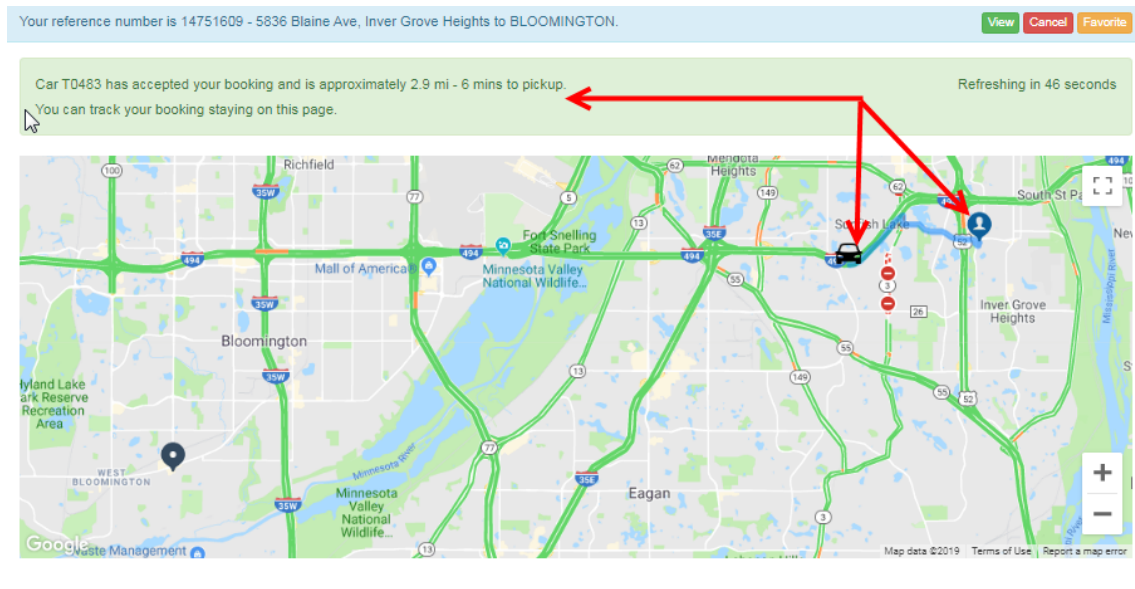
Notify-on-Approach (Text-on-Approach or Call-on-Approach)

When the vehicle gets within 200-yards of the pickup address, the "on-approach" notification automatically goes out. Which alert goes out depends on what *Notify on approach* option was toggled when setting up the order.

Text-on-Approach

> Vehicle A0246 has arrived or will be arriving shortly. If ride is no longer needed, text CANCEL.

Call-on-Approach

Automated Message: Vehicle A0246 has arrived or will be arriving shortly. If ride is no longer needed, please press 1.

Rate-Your-Driver Text

This text alert goes out when the driver meters-off.

> Thank you for using T-Plus! Go to
> http//taxi-track.mti.com/11qLb6uscf
> to rate your driver. Please do no
> reply to this message.

Upon clicking on the link, the rider can rate their driver on a scale of 1 top 5 stars. Anything less than a 4 will prompt a list of reasons the rider can choose as to why their ride was less than perfect.

Please rate your driver.

⭐⭐☆☆☆

To help improve our service, can you please specify the main reason for a low rating.

Driver Hygiene	Did not Follow Instructions	Rude Driver
Car Quality	Late Arrival	Over Charged

Submit

Meter-on Text (Only for rides with Will Call return)

Most rides have a time-call GO ride with and a will call RETURN ride.
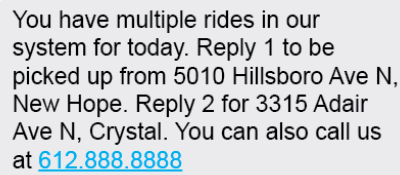
If there is a Will Call ride in our system for the same phone number that is on the GO RIDE, the passenger will receive the following text after the driver meters-on for the GO ride, alerting the passenger how to activate their next ride.

> Alert - When you are ready for your
> PU from Target - Andover, reply GO
> to active your T-Plus ride ordered
> via ABC company for Oct-01. Or call
> 612.888.8888.

Will Call ActivationText

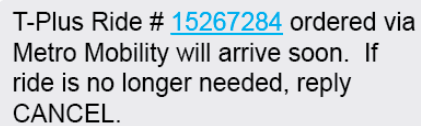The rider can activate a RETURN/WILL CALL ride replying to a text they received with the word "GO".

If the rider has multiple WILL CALL rides, they will receive an additional text asking which Will Call ride they are attempting to activate.

> You have multiple rides in our system for today. Reply 1 to be picked up from 5010 Hillsboro Ave N, New Hope. Reply 2 for 3315 Adair Ave N, Crystal. You can also call us at 612.888.8888

Acknowledgement Text that Will Call was Activated

Upon entering a number from (from the previous text), OR if there is just one active Will Call order in our system, the rider will get a text acknowledging their order was been activated.

> T-Plus Ride # 15267284 ordered via Metro Mobility will arrive soon. If ride is no longer needed, reply CANCEL.

612-888-8888

If passenger have any questions about their ride, they can call 612-888-8888.

Most of our calls are for one of three reasons.

1. To order a ride
2. To activate a will call ride
3. To find out the status of an active ride

Accordingly, based on the incoming caller ID, our automated attendant feature will first attempt to offer one of the three options above based on if the caller ID has an order/active order in our system.

Most inquiries can be handled by the automated attendant, but the caller can hit "0" at any time to speak to an operator. Our call center is staffed 24/7/365.