# WELCOME ABOARD!

We at Vanpool Alliance are pleased with your recent decision to join us.  As part of our team, we would like to officially welcome you aboard.  To make sure you can hit the ground running we have provided this quick guide to our program.

Vanpool Alliance is here to help and encourages and welcomes your questions.  Whether rosters need to be updated or you have a question about reporting we can help!  Contact Ben at bmatters@omniride.com , Denise at dcopeland@omniride.com , or Bonnie at bdoherty@omniride.com

Vanpool Alliance serves as a payment program, assists in ridematching, and helps to expand vanpooling in the region.  All these services are based on timely and accurate reporting by you.  The data reported by you is used by Vanpool Alliance to access funding that is then used to make local transportation improvements.  Below is a guide to using RidePro and our website.

# MONTHLY REPORTING

Reporting is completed on a monthly basis in the RidePro system.  Reporting consists of reporting information on vehicles and ridership.  Below is a simple walkthrough for reporting your ridership and mileage for a van group

### Opening Your Report
1) Come to our reporting website, RidePro, at https://vanpoolalliance.rideproweb.com/rp2/account/signIn
2) Log into the site using the login information.
   - You will need to setup your password prior to continue. Contact staff if you cannot.
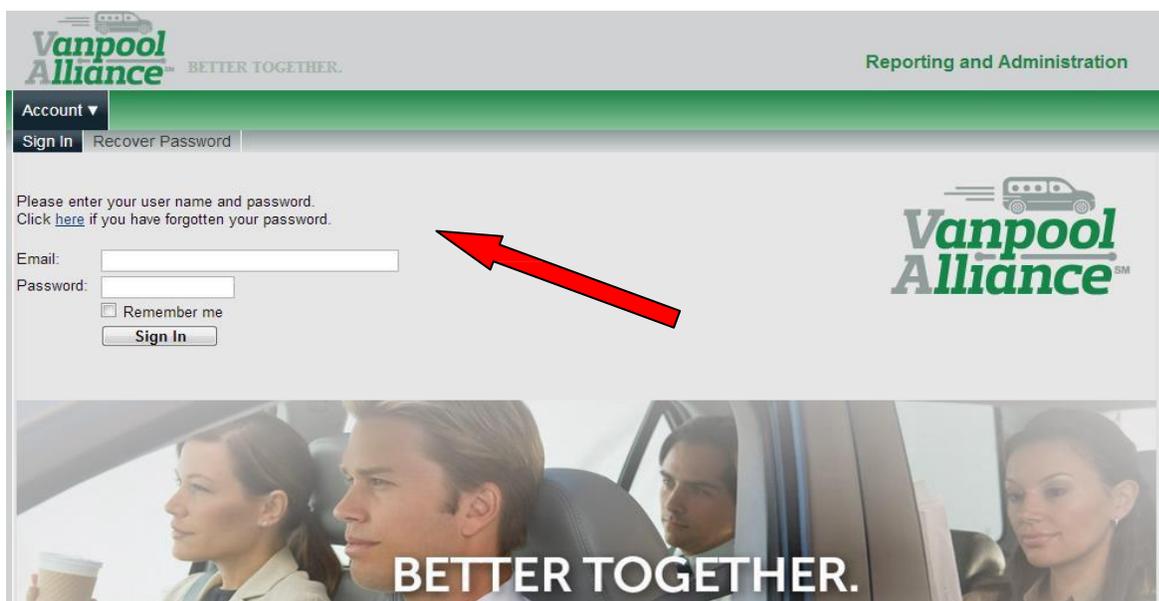


3) Click the New Monthly Report option.

4) Select the vanpool that you will be reporting data for from the dropdown list (if you only have one route there will not be a dropdown menu.)



5) Next select the month and year for your report.
6) Finally click **Open.**

## Vehicles

Now enter your vehicle data



1) New and loaner vans need to be added to our system! Use the Vanpool Alliance webpage and we will add it to the RidePro database. Direct link: http://vanpoolalliance.org/vehicle-update/ ━━━━━━
   - Once we add a vehicle to the database you can select it for your report.
2) Enter the days the vehicle operated for each vehicle used during the month. ━━━━━
3) Here you will enter the starting and ending odometer for you vehicle. ━━━━━
4) Once you have filled out all of the vehicle information, click **Save** and then **Next**.

## Non-Revenue Trips

You will now be presented with the non-revenue trips screen where you will have the opportunity to enter any trips such as maintenance trips.

# Ridership

1) The final step is entering ridership using the ridership codes.
   - "X" signals remove from roster.



2) To make changes to your roster use the Vanpool Alliance webpage to let us know and we will update the RidePro database. Direct link: http://vanpoolalliance.org/vanpool-providers/rider-update/
3) When all information for the month has been entered, hit the **Save** button and the click the **Next** button.

# Submitting the Report

1) Reporting opens the 1st of the month and is due by the 15th at 11:59 PM.



2) You will need to click on the check box to confirm that the information you are submitting is accurate and the click the **Submit** button.
   - Once you hit submit only staff can open your report. Contact us if you need to make changes!
3) When you submit your report you will receive an email confirmation.

**How do I change my roster?**
Roster: http://vanpoolalliance.org/vanpool-providers/rider-update/
**Why does RidePro look different? I'm not able to do a report!**
Vanpool Alliance members have a commuter profile and a group leader/ coordinator login. Usually if RidePro looks different for you it's because you are in your commuter profile. Here is the direct link to the group leader/ coordinator login: https://vanpoolalliance.rideproweb.com/rp2/account/signIn
**Can Vanpool Alliance give me an extension on my report?**
In the interest of fairness to all our participants we do not give extensions. We encourage coordinators to show others in the vanpool how to complete the reporting process in order to avoid late submissions.

# How do I change the vehicle for my monthly report?

Do you have a new vehicle? This how-to guide will show you what steps you must follow to submit that vehicle information to Vanpool Alliance, which will allow the program staff to update the database. If you have any questions, we can help! Just contact us promptly so that you can be sure to submit an accurate report before the deadline.

## Gather the new vehicle information

First, you must gather **all** of the following information:

- Vendor Name
- Route (e.g. V00123)
- Make
- Model
- Year
- License Plate
- License State
- Unit Number/Vehicle ID
- Purchase Date
- Lease Rate, excluding gas
- Seating Capacity
- VIN
- Date Received
- Mileage when Received

If you are gathering information on a vehicle that you lease from your provider, please reach out to them to provide you with any vehicle information that you do not have.

## Submit the information via our "Vehicle Update" page

Once you have gathered all the necessary information, please go to our Vehicle Update page. You can either use this direct link: http://vanpoolalliance.org/vehicle-update/. Or you can go to our homepage: http://vanpoolalliance.org/, hover your mouse over "For Providers," and select "Vehicle Update."
Enter the information into the appropriate fields and click the green "Submit" button.

## VEHICLE UPDATE

Do you have a new vehicle? Please submit the new vehicle information here and□ we'll update the system within five business days.

Vendor Name*

Route
e.g. V00123*

Make*

Model*

Year*
2005

License Plate*

License State*
VA- Virginia

Unit Number*

Purchase Date* (mm/dd/yyyy)

Purchase Price ($)*

Lease Rate (excluding gas)*

Seating Capacity*
7

VIN*

Date Received* (mm/dd/yyyy)

Mileage When Received*

**Submit**

# That's it!  Just wait for a notification email from us.

Vanpool Alliance program staff will update the database with your new vehicle information within five business days.  We will notify you via email once we have added the vehicle to the database.  Then you can select it for your report by searching in the vehicle ID box  (For more information on the vehicle selection screen in RidePro, please refer back to the Welcome Aboard! guide you received.  If you need another copy, please let us know.)

# When will I receive my first monthly payment?

Now that that you have enrolled in Vanpool Alliance, you might be wondering when your monthly payments will start. There is a delay from when you are first approved to report and when you receive your first check in the mail. All new vanpools can expect their first monthly payment during the third calendar month after their application is received. All following payments will be mailed monthly thereafter. The timeline below illustrates the process:

| Month 1 | | Month 2 | | Month 3 | | Month 4 |
|---|---|---|---|---|---|---|
| • Application received and approved | → | • Vanpool collects data | → | • Vanpool reports data | → | • Payment mailed |

See the example below: Vanpool Alliance receives an application on March 23rd. The new vanpool is approved in April. The vanpool collects data from the 1st to the 30th of April. Then in May, the vanpool submits the first monthly report with data for April. In June, the payment for the April data is mailed. In July, the payment for May is mailed, and so on.

For questions about payments, email vanpoolalliance@omniride.com.

| March | | April | | May | | June |
|---|---|---|---|---|---|---|
| • Application received March 23 then approved | → | • Vanpool collects daily ridership data | → | • Vanpool submits a report with data for April | → | • April payment mailed |
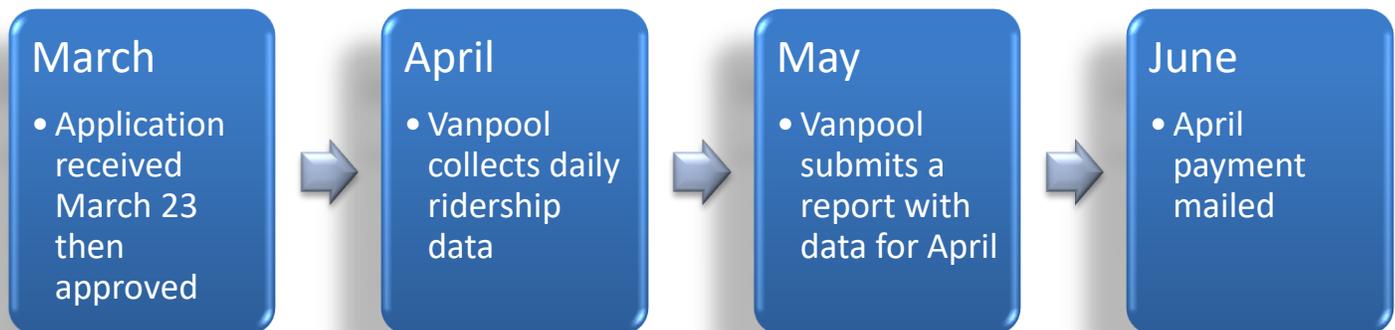
# CONTACT LIST

We are always happy to answer your questions and can be reached during normal business hours.

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