



## 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](mailto:bmatters@omniride.com), Denise at [dcopeland@omniride.com](mailto:dcopeland@omniride.com), or Bonnie at [bdoherly@omniride.com](mailto:bdoherly@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.

Open this link to sign into your Vanpool Alliance account:

<https://vanpoolalliance.rideproweb.com/>

Each time you sign in, you will enter your email and password. If you have an existing account with RidePro, sign into Vanpool Alliance with the password you use for RidePro. You will not be required to create a new password. If you don't have an existing account with RidePro, email us at [vanpoolalliance@omniride.com](mailto:vanpoolalliance@omniride.com).

If you forgot the password to your RidePro account, click **Forgot Password**, enter the email you use to sign into RidePro, check the "I'm not a robot" box, and click **Send**. You will receive an email to set a password. When creating a new password, it is acceptable to reuse the password you used previously.

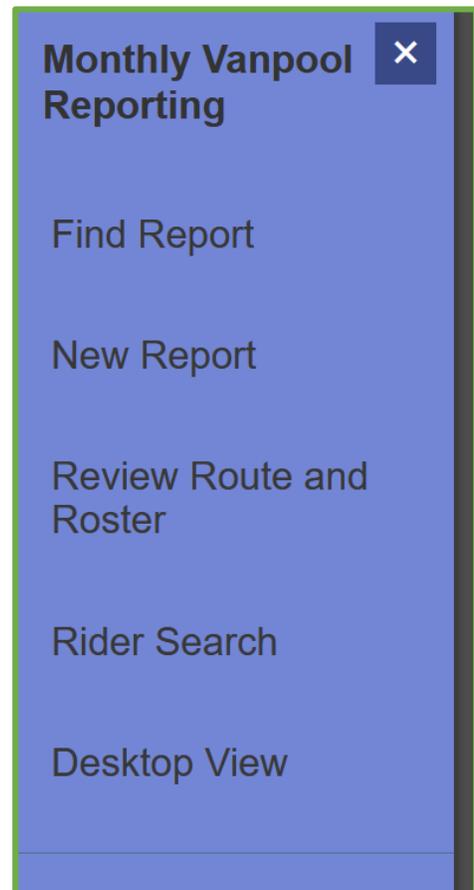
If you wish to enter data using the old non-mobile website, that is still an available option. (We do not recommend you try this from a mobile device.)

First, click on the **Monthly Reporting** button on the left side of the screen. This will bring up a menu.



Then, click on the **Desktop View** choice on the menu. This will bring you to the previous website layout, which will function as it did previously.

To use the new mobile website, follow the instructions beginning on the next page.



## STEP ONE

Confirm your schedule, route to work, and roster.

You should automatically be directed to this page for review.

Monthly Reporting

### Confirm Route and Roster

**VTEST - Test Vanpool Route**

This page displays your vanpool route and schedule, including pickup and dropoff points, as well as all of the people currently registered in your vanpool group. If anything regarding the route, stops or roster is incomplete or incorrect, please [contact us](#) immediately.

**Schedule**

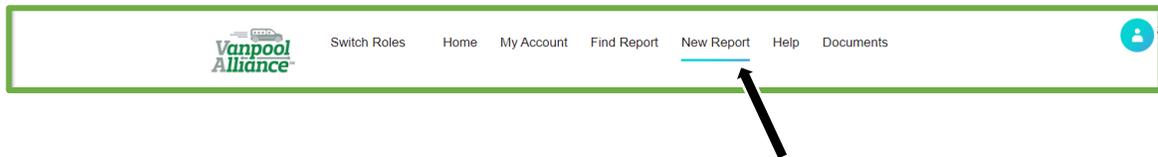
Going Trip 6:00 AM - 6:30 AM  
 Returning Trip 3:00 PM - 3:30 PM  
 Operating Days: Mon Tue Wed Thu Fri

**Route**

Origin → Destination: 29.03 mi  
 Destination → Origin: 29.77 mi

Name	Type	Address
1. Courthouse Road (Rt. 630)	Origin	Courthouse Rd & Austin Ridge Dr, Stafford, VA 22554
2. National Geospatial Agency NGA	Destination	7500 GEOINT Drive, Springfield, VA 22150

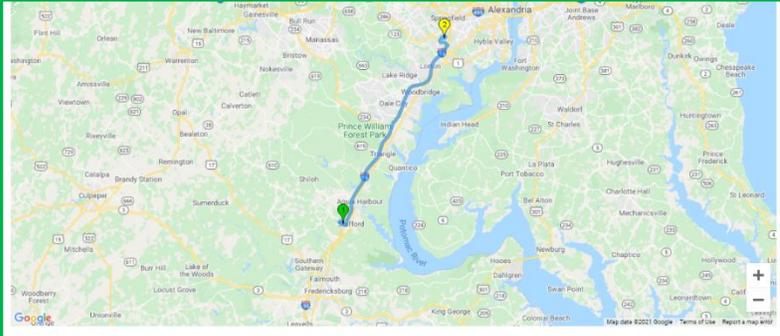
However, if you do not see this review page, click on the **New Report** tab.



Review your roster. If a rider is missing, or if there are people on your roster who are no longer part of your vanpool group, then please skip to page 9 of this guide and refer to the section called **“How do I add or remove a rider to my vanpool roster?”**. You will not be able to finish your report until your roster is correct.

After reviewing the information and making any necessary corrections, click the checkmark box “I confirm that all of the information above is correct about this route.”

Select the month and year from the drop-down menu to indicate the report you would like to start, and click **Create**.



**Roster**

Name, Role	Pickup	Dropoff
Ned Stark, Driver, Reporter Joined 10/12/16	Courthouse Rd & Austin Ridge Dr, Stafford, VA 22554	7500 GEOINT Drive, Springfield, VA 22150
Ben Matters, Rider Joined 11/1/20	Courthouse Rd & Austin Ridge Dr, Stafford, VA 22554	7500 GEOINT Drive, Springfield, VA 22150

The wait list for this vanpool route is currently empty.

This page displays your vanpool route and schedule, including pickup and dropoff points, as well as all of the people currently registered in your vanpool group. If anything regarding the route, stops or roster is incomplete or incorrect, please [contact us](#) immediately.

I confirm that all of the information above is correct about this route

Create a new report for May 2021

Create

This will take you to the ridership calendar for the month selected.

## STEP TWO

Select the first day your group started riding in the van for the month.



## STEP THREE

Complete the ridership log for each day the van was in use. Click **Save Ridership** if you are reporting just for that day. You will then see an overview of the month. Reported days will be highlighted green.

Click **Save and Continue** if you are ready to report for the next day. (Note: You cannot report for future days.)

Click **Save and Previous** to go back to the previous calendar day.

**Ridership for Tuesday 4/6/2021**  
Vanpool: VTEST - Test Vanpool Route

(Toggle All)

Name	Rode In / Out
Ned Stark Driver	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Ben Matters Rider	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>

Click who rode to work in Rode In and who rode home in Rode Out for the day selected.

On the Month View page, click **Continue** below the calendar to enter any non-revenue trips.

## STEP FOUR

Enter any non-revenue trips for the report month, i.e. any trips that were taken for a reason other than commuting.

Monthly Reporting

### Non-Revenue Trips for May 2020

**Vanpool: VTEST - Test Vanpool Route**

Please use the following form to record any trips that were taken with this vehicle for a reason other than commuting.  
Click on a vehicle below to record a non-commute trip for it. You must enter the start/end date/time and odometer readings for each trip.  
Every vehicle you used during the month should be listed under "Vehicles assigned this month."  
If any vehicles are missing from the list, you must return to the Vehicles page and add that vehicle.

Add Trip

	Vehicle	Trip Purpose	Start / End Date	Start / End Odometer	Miles
No non-revenue trips are currently defined.					

## STEP FIVE

Enter the Ending Odometer miles for the report month.

Click **Edit** to enter your ending odometer miles and confirm that your vehicle information is correct.

If more than one vehicle was used during the reporting month, complete the odometer information for each vehicle.

If this report does NOT show the vehicle(s) used during the reporting month, click on **Search for a Vehicle**.

Monthly Reporting

### Vehicles for May 2020

**Vanpool: VTEST - Test Vanpool Route**

Search for a Vehicle

	Vehicle	Start / End Date	Start / End Odometer (Miles)
<span style="background-color: #d3d3d3; padding: 2px 5px; font-size: 0.8em;">Edit</span>	VPA Test1 2016 Chevrolet Delorean License: CA 123456	5/1/2020 5/31/2020	150000 0 (no miles)

[Back](#)

Enter the odometer miles taken when the vehicle is parked at the home end on the last commute day of the month.

In the pop-up window that appears, click **Search** to see a complete list of your vehicles. To narrow down the search even further, you can enter the Vehicle ID before clicking **Search**.

Look for the appropriate vehicle, and click **Select** to the right of it. If you do not see the appropriate vehicle in this list, please skip to page 8 of this guide and refer to the section called “**How do I change the vehicle for my monthly report?**” for additional help.

Vehicle	License	
2013 Ford VAN VPA ADA SPARE	84488147	Select
2016 Chevrolet Delorean VPA Test1	123456	Select

Showing 1 to 2 of 2 entries      Previous    1    Next

## Final Step

Submitting your monthly report.

When all vehicle information, non-revenue trips, and passenger trips have been reported and verified for the month, confirm the number of vehicles used during the reporting month, and confirm that the report information is complete and accurate.

Before you click submit, click **Back** to review your entries carefully and edit if necessary.

Monthly Reporting

### Submit May 2020

Vanpool: VTEST - Test Vanpool Route

Comments

Comments – Enter any comments about this reporting month, such as information regarding a vehicle change during the period.

The same vehicle was used for this entire reporting period.

Multiple vehicles were used during the course of this reporting period.

I confirm that my vanpool roster is correct, and that no additions or deletions need to be made. All information in this report is complete and correct.

The Save button will just save the data in this view.  
The Submit button will save the data, validate the entire report, and if complete and correct, submit the report for staff review.

Save

Submit

[Back](#)

**Important** – Once submitted, your report will be locked, and you will not be able to make further changes.

If you receive an error message because the system is unable to submit your report, please correct the errors noted. After correcting any errors, click **Submit**. If you are having trouble correcting the errors, or if you submitted the report and then found that changes are required, contact Vanpool Alliance to re-open your report at [vanpoolalliance@omniride.com](mailto:vanpoolalliance@omniride.com).

## Congratulations!

You have submitted your Vanpool Alliance monthly vanpool report. You will receive an email from Vanpool Alliance confirming receipt of the report. Vanpool Alliance staff will review your report and may contact you with questions.

Questions? Email us at [vanpoolalliance@omniride.com](mailto:vanpoolalliance@omniride.com).

## IMPORTANT NOTES ON REPORTING

- Reporting opens the 1<sup>st</sup> of the month and is due by the 15<sup>th</sup> at 11:59 PM.
- 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
- Purchase Price
- 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*	<input type="text"/>
Route e.g. V00123*	<input type="text"/>
Make*	<input type="text"/>
Model*	<input type="text"/>
Year*	2005 <input type="button" value="v"/>
License Plate*	<input type="text"/>
License State*	VA- Virginia <input type="button" value="v"/>
Unit Number*	<input type="text"/>
Purchase Date* (mm/dd/yyyy)	<input type="text"/>
Purchase Price (\$)*	<input type="text"/>
Lease Rate (excluding gas)*	<input type="text"/>
Seating Capacity*	7 <input type="button" value="v"/>
VIN*	<input type="text"/>
Date Received* (mm/dd/yyyy)	<input type="text"/>
Mileage When Received*	<input type="text"/>

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.

### How do I add or remove a rider to my vanpool roster?

Has a rider joined or left your vanpool? This how-to guide will show you what steps you must follow to submit the rider's information to Vanpool Alliance, which will allow the program staff to update your roster. 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 required information*

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

##### Information about you

- Route Number (e.g. V00123)
- Your Name
- Your Email

##### Information about the rider

- Effective Date of Change
- Rider's First Name

- Rider's Last Name
- Rider's Email
- Rider's Phone Number
- Pick-Up Location
- Drop-Off Location

### *Submit the information via our "Rider Update" page*

Once you have gathered all the necessary information, please go to our Rider Update page. You can either use this direct link: <http://vanpoolalliance.org/vanpool-providers/rider-update/>. Or you can go to our homepage: <http://vanpoolalliance.org/>, hover your mouse over "For Providers," and select "Rider Update."

Enter the information into the appropriate fields and click the green "Submit" button.

### RIDER UPDATE

Has a rider joined your vanpool?  
Please submit the passenger's information here, and we'll update your roster within five business days.

---

**Your Information**  
Please use this section to provide us with your information.

Route Number: \*   
Example: V00123

Your Name: \*

Your Email: \*

---

**Rider Information**  
Please use the section to provide us with information about the changes.

Effective Date of Change: \* (mm/dd/yyyy)

Rider's First Name: \*

Rider's Last Name: \*

Rider's Email: \*

Rider's Phone Number: \*     
### ### #####

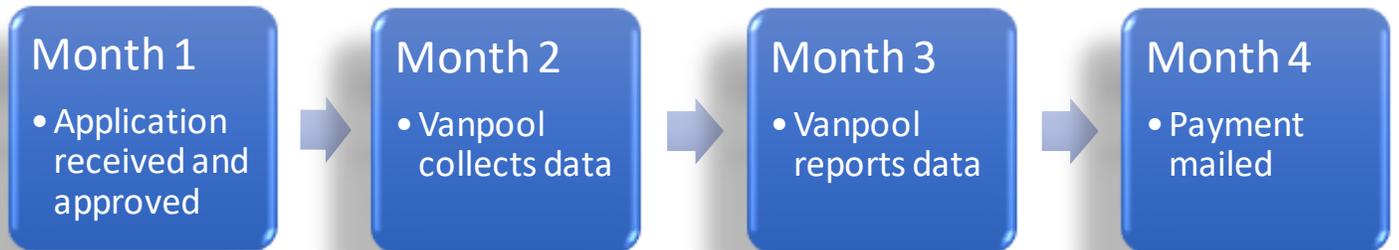
Pick-Up Location: \*   
Please select from the list above.

Drop-Off Location: \*   
Please select from the list above.

Vanpool Alliance program staff will update your roster within five business days. If we have added a new rider to your roster, RidePro will send an automated email notification to both you and the new rider. When you go to complete your next monthly report, the new rider's name should appear.

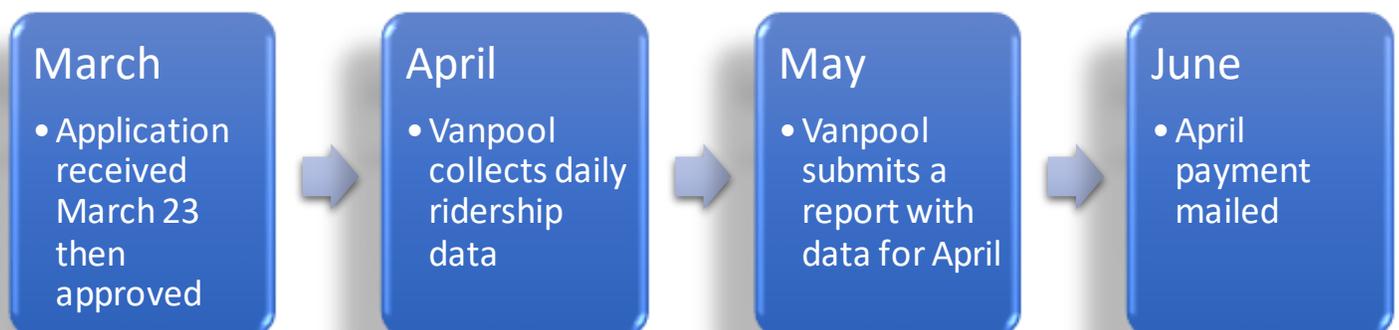
## When will I receive my first monthly payment?

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:



See the example below: Vanpool Alliance receives an application on March 23<sup>rd</sup>. The new vanpool is then approved. The vanpool collects data from the 1<sup>st</sup> to the 30<sup>th</sup> 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](mailto:vanpoolalliance@omniride.com).



## CONTACT LIST

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

**Vanpool Alliance Program Manager**

Ben Matters

[bmatters@omniride.com](mailto:bmatters@omniride.com)

(703) 580-6182

**Vanpool Alliance Senior Program Associate**

Bonnie Doherty

[bdoherty@omniride.com](mailto:bdoherty@omniride.com)

(703) 580-6172

**Vanpool Alliance Program Associate**

Denise Copeland

[dcopeland@omniride.com](mailto:dcopeland@omniride.com)

(703) 580-6175