

## No Show Guide

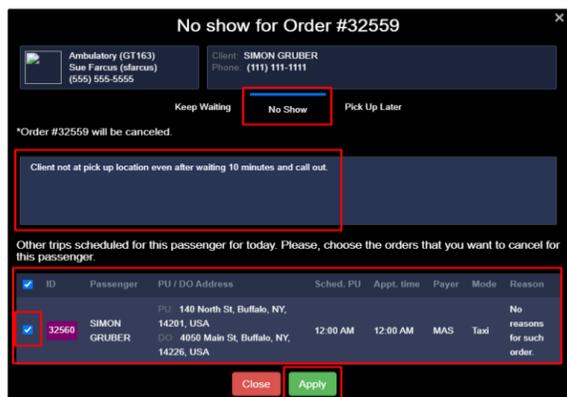
1. AM No-Shows must be approved by the Provider on the Dispatch screen in order for your driver to proceed to their next pickup/drop off on the App.
2. PM No-Shows (after 10:00am) must be approved by ABH via phone call in order for your driver to proceed to their next pickup/drop off on the App.
3. Afterhours No-Shows (after 4:00pm) must be documented and a notification sent to ABH via phone(lvm) or email

Route Genie's instructions on Working Through a No Show on the Dispatch App.

<https://isi-technology.atlassian.net/servicedesk/customer/portal/1/article/1168113666?src=1222705292>

When a Driver arrives at the PU Address and the Student is a No Show, the Driver clicks "No Show" on the Driver app. On the Dispatch screen, this No Show Order/Trip will display at the top of the Order/Trip list on the Dispatch screen along with a "Red Person with an X" icon next to the Order/Trip

1. Click on the colored Order/Trip ID 
2. A dialog box will display referencing the trips order # called "No Show for order #..."
3. Select No Show when the order pop up appears
4. Add in any details you may have in the text field
5. **Do not** cancel the remaining trips for the day when prompted
6. Click "Apply"
7. Confirm the No show by clicking "Yes"
8. The Driver App. will display a message asking for the Driver to confirm "Got It" the No Show Order/Trip



No show for Order #32559

Ambulatory (GT163)  
Sue Farcus (sfarcus)  
(559) 555-5555

Client: SIMON GRUBER  
Phone: (111) 111-1111

Keep Waiting **No Show** Pick Up Later

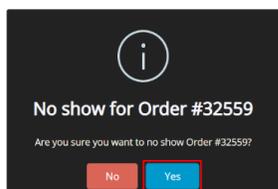
\*Order #32559 will be canceled.

Client not at pickup location even after waiting 10 minutes and call out.

Other trips scheduled for this passenger for today. Please, choose the orders that you want to cancel for this passenger.

ID	Passenger	PU / DO Address	Sched. PU	Appt. time	Payer	Mode	Reason
<input checked="" type="checkbox"/>	SIMON GRUBER	PU 140 North St, Buffalo, NY, 14201, USA	12:00 AM	12:00 AM	MAS	Taxi	No reasons for such order.
<input checked="" type="checkbox"/>	32560	DO 4050 Main St, Buffalo, NY, 14226, USA					

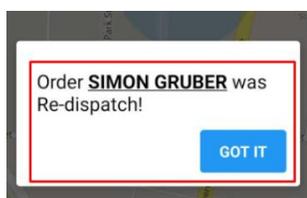
Close Apply



No show for Order #32559

Are you sure you want to no show Order #32559?

No Yes



Order SIMON GRUBER was Re-dispatch!

GOT IT