DISPATCH GUIDE

Booking Suspension

During high demand, emergencies or snow days, Dispatch can stop riders from booking new trips for a specific day. Riders who try to book on that day see a message written by Dispatch. This guide shows how to suspend bookings, what riders see, and how to review the bookings that were denied.

ROLE	WHERE	COVERS
Dispatch	Operations › Booking Status	Suspend · Rider view · Denied bookings

1. Suspend bookings for a day

Step 1. In the **Dispatch** role, click **Operations** in the left-side menu, then **Booking Status**.

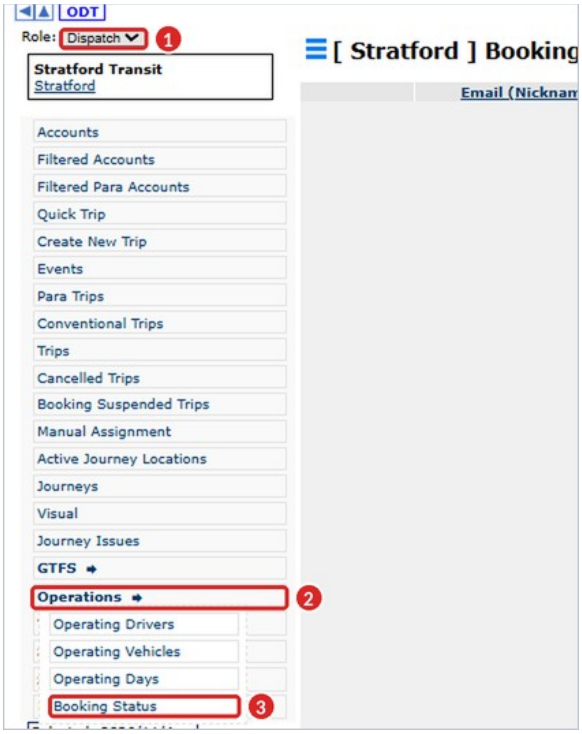


Figure 1: *Dispatch role (1), Operations (2), then Booking Status (3)*

Step 2. The **Booking Suspensions** screen lists the current suspensions.

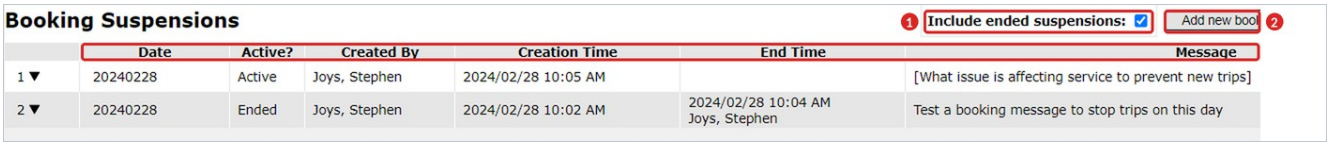


Figure 2: *The Booking Suspensions screen*

#	Field	What to do
•	**Date**	The day bookings are suspended.
•	**Active?**	Whether the suspension is Active or has Ended.
•	**Created By / Creation Time**	Who created the suspension, and when.
•	**End Time**	When the suspension was ended, and by whom.
•	**Message**	The message riders see when they try to book a trip.
1	**Include ended suspensions**	Tick to also show suspensions that have ended.
2	**Add new booking suspension**	Click to create a new suspension.

Step 3. Click **Add new booking suspension** at the top right of the screen. The **Set Booking Suspension** window opens.

2. Set the day and message

Choose the day to suspend and write the message riders will see.

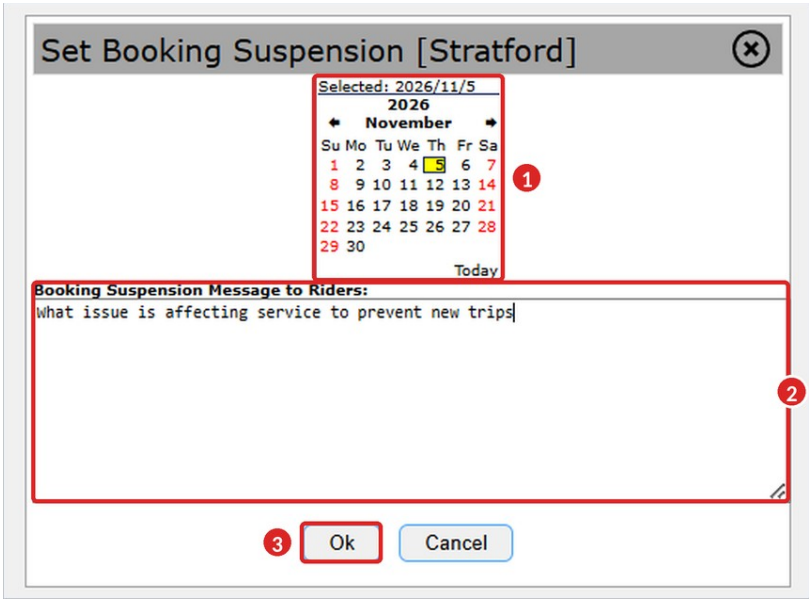


Figure 3: *The Set Booking Suspension window*

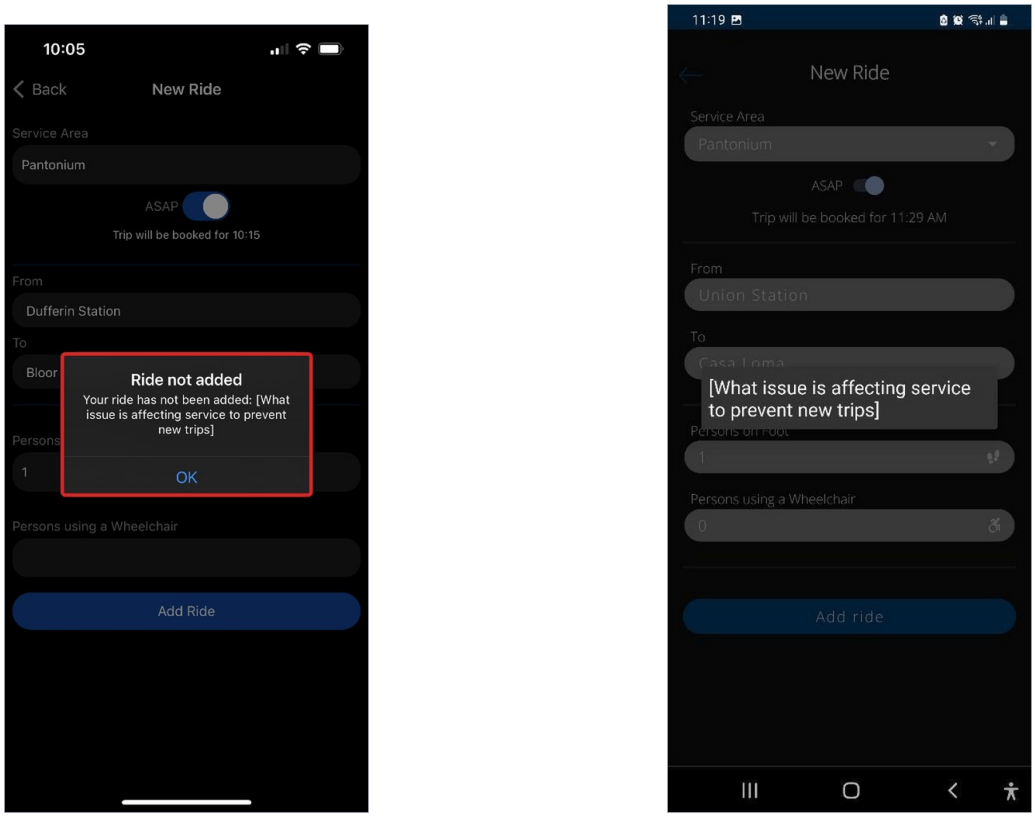
#	Field	What to do
1	**Calendar**	Select the day on which riders cannot book new trips.
2	**Booking Suspension Message to Riders**	Type the message riders will see when they try to book a trip on that day. It is shown in the Rider app and on the web portal.
3	**Ok**	Click Ok to create the suspension.

> **TIP** Write a clear, specific message – for example *"No new trips can be booked today due to severe weather. Existing trips will still run."* Riders see it exactly as typed.

> **IMPORTANT** **The message cannot be edited.** To protect the intent of the dispatcher who created the suspension, its message cannot be changed once saved. If a change is needed, delete the suspension and create it again for that day.

3. What riders see

When riders try to add a ride on a suspended day, the booking is not added and they see the Dispatch message instead. In this example, the message is [What issue is affecting service to prevent new trips].



iOS app **Android app**

Figure 4: *The suspension message in the Rider app*

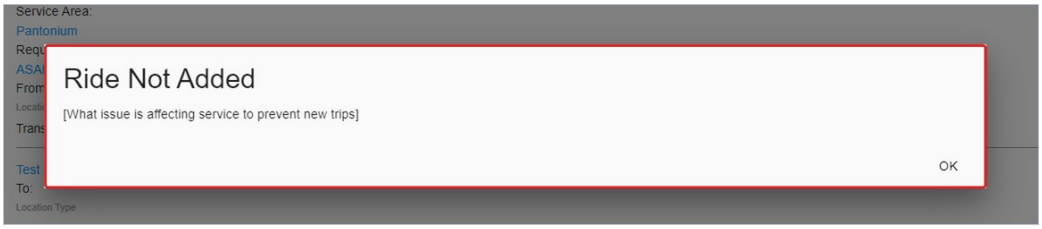


Figure 5: *The suspension message on the web portal*

4. Review denied bookings

Every booking that was denied because of a suspension is listed, with the rider's account email or nickname.

Step 1. In the left-side menu, click **Booking Suspended Trips**.

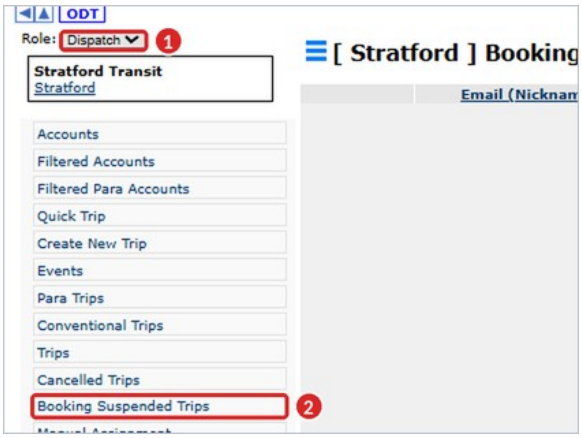


Figure 6: *Booking Suspended Trips in the left menu (2)*

Step 2. The list shows each denied booking: the rider, pickup and drop-off stops, number of riders and the requested time.

[Pantonium] Booking Suspended Trips — Filter: — Order Number:

	Email (Nickname)	Pick Up	Drop Off	Rider #	Wheelchair #	Pick Up/Drop Off	Status	In Planning	Is Active?
1	stephen.joys@gmail.com	TS[23612T] Christie Station	TS[5137T] Dundas E at Ontario St	1	0	Pick Up After 2024/02/28 10:13 AM Tolerance: 25 min.	Inactive	No	No
2	stephen.joys@gmail.com	TS[2346T] Dufferin Station	TS[7763T] Bloor Yonge Station	1	0	Pick Up After 2024/02/28 10:14 AM Tolerance: 25 min.	Inactive	No	No

Figure 7: *The Booking Suspended Trips screen*

> **NOTE** Denied bookings are shown here but do not currently appear in trip reports. If you need a list of these trips, contact **Pantonium support**.