

VOLUNTEER MODULE FOR CENTRALIZED VOLUNTEER MANAGEMENT

Volunteers bring a lot of value to an organization but can be difficult to manage with individual reimbursements, manifests, and personal vehicles. The Volunteer Module for Novus allows organizations to manage every facet of their volunteer operations, helping them fit in seamlessly.

CENTRALIZED PROFILE MANAGEMENT

Volunteers typically use their personal vehicle so their home address serves as their “garage”. Compared to a standard Provider, their availability and service area is more variable and restricted. Thankfully, all of this data is captured in TripSpark’s single, centralized workflow to allow organizations to manage volunteer information and the applicable billing unit.

- Respond timely to your members’ and riders’ concerns with a thorough and well-documented investigation process
- Improve efficiency using an integrated database that links to all relevant trips, providers, drivers, vehicles, and employees
- Ensure your services and personnel comply with organizational standards and policies
- Decrease paper usage by automating manual processes
- Reduce misplaced customer feedback

Manage Volunteers mid 12/9/2019 2:12:00 PM

MR. JOE COSTA

Volunteer

Employee ID: LK1 Driver Licence Number: C000M355
 Title: MR Driver Licence Expiry: 08-30-2017
 First Name: JOE
 Middle Name: G
 Last Name: COSTA
 Gender: M
 Preferred Language ID:
 Birth Date: 03-15-1965 Parent Org UNIT: Volunteer Head Office
 Start Date: 08-13-2007
 Statements Received By: HARD Copy
 Comments:
 Scheduling Comments:

Driver Summary

Manage Volunteers

Runs

From Date: 12-06-2019
 To Date: 12-20-2019

Run Name	From Time	To Time	Date
XYZ-123	7:00a	5:00p	12-06-2019
XYZ-123	7:00a	5:00p	12-09-2019
XYZ-123	7:00a	5:00p	12-10-2019
XYZ-123	7:00a	5:00p	12-11-2019
XYZ-123	7:00a	5:00p	12-12-2019
XYZ-123	7:00a	5:00p	12-13-2019
XYZ-123	7:00a	5:00p	12-16-2019
XYZ-123	7:00a	5:00p	12-17-2019
XYZ-123	7:00a	5:00p	12-18-2019
XYZ-123	7:00a	5:00p	12-19-2019
XYZ-123	7:00a	5:00p	12-20-2019

Daily Runs

REMOTE ACCESS TO MANIFEST AND SCHEDULES

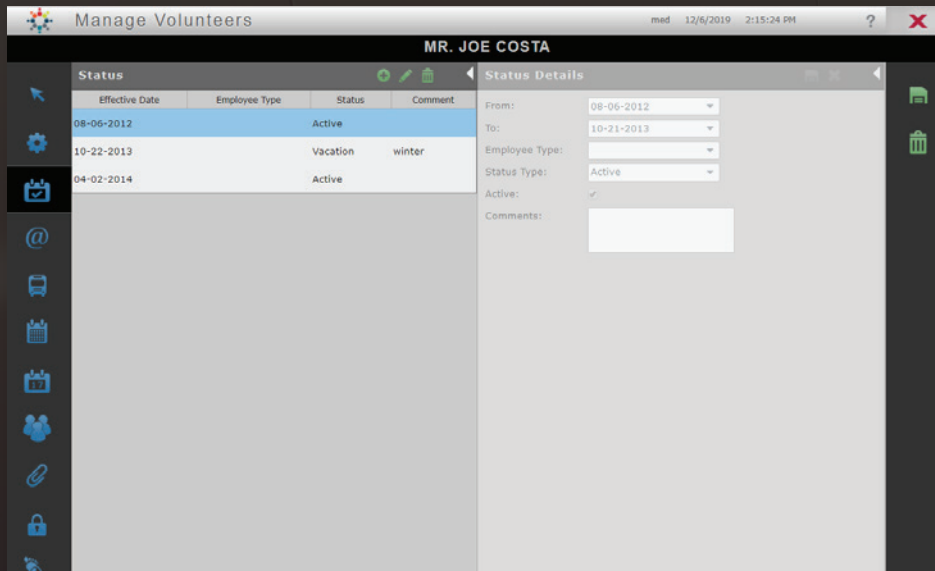
Volunteers are provided with limited login access and using a web browser can remotely review their manifest. They can only access the shift information assigned to them.

- View assigned trips and details, and accept or decline them.
- Export route information to a printed manifest.
- Drivers can be notified by e-mail that trips are available for review.

REIMBURSEMENT MANAGEMENT

Volunteers are typically reimbursed on a per-mileage basis. The Volunteer module provides comprehensive functionality to manage every aspect of the billing process.

- Ability to set reimbursement rates for volunteers, including single or regional rates.
- Reimbursements are broken out per trip, per day, and per billing period.
- Ability to set a billing calendar, which groups all reimbursements for the billing period into a single statement.
- Volunteers are notified by email when they can log in and review their billing statements.
- Volunteers can accept reimbursements, dispute them, and manage donations.



The screenshot displays the 'Manage Volunteers' application window for 'MR. JOE COSTA'. The window title bar shows the date 'Wed 12/6/2019' and time '2:15:24 PM'. The main content area is divided into two sections: 'Status' and 'Status Details'.

Effective Date	Employee Type	Status	Comment
08-06-2012		Active	
10-22-2013		Vacation	winter
04-02-2014		Active	

The 'Status Details' panel on the right shows the following information:

- From: 08-06-2012
- To: 10-21-2013
- Employee Type:
- Status Type: Active
- Active:
- Comments:

Volunteer Status

MOVING TOGETHER

TripSpark Technologies is a transportation technology company focused on helping Transit, Medical, and School operators increase service and access to transportation, improve customer satisfaction, drive revenue, and overcome operational challenges. We are not just a vendor—we are your long-term strategic partner, offering the latest technologies and providing exceptional support.

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