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

Daily Runs

📍 REMOTE ACCESS TO MANIFEST AND SCHEDULES
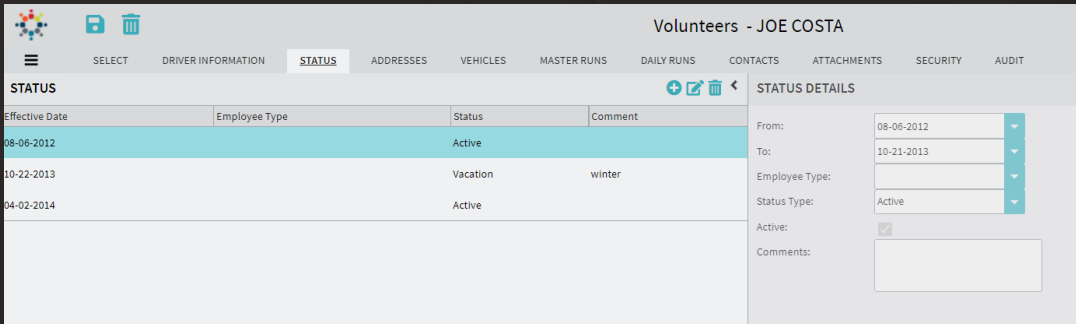
Volunteers are provided with limited login access and using a web browser can remotely review their manifest. They can only access the shift information assigned to them.

- 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.

Driver Summary

TripSpark

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.

Volunteers - JOE COSTA										
SELECT	DRIVER INFORMATION	STATUS	ADDRESSES	VEHICLES	MASTER RUNS	DAILY RUNS	CONTACTS	ATTACHMENTS	SECURITY	AUDIT

STATUS

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

STATUS DETAILS

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 Fixed Route, Demand Response, Rideshare and private operators increase service and access to transportation, improve rider 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.

🌐 **www.tripspark.com** | ✉ **info@tripspark.com**

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