

BUSINESS PROCESS DOCUMENT
MISSED BUS

RALLY OURBUS
79 MADISON AVE.
NYC 10016

02/15/2023

Organization Customer Experience			Title/Subject Missed Bus		Number PROC-DEPT-001	
Owner Anurag		Approved by Ajay Sharma	Date 02/15/23		Version 1.0	Page 1

TABLE OF CONTENTS

INTRODUCTION	3
MISSED BUS PROCESS	3
PROCESS DOCUMENT: MISSED BUS	5
PROCESS FLOW DIAGRAM: MISSED BUS	9

Organization Customer Experience			Title/Subject Missed Bus		Number PROC-DEPT-001	
Owner Anurag		Approved by Ajay Sharma	Date 02/15/23		Version 1.0	Page 2

INTRODUCTION

The Missed Bus process document has been developed for use for Rally OurBus customer experience process standardization. This process will allow Rally OurBus to standardize its customer experience delivery and fill its needs by implementing a repeatable and standardized process with participation from each division more effectively. The passengers may miss their bus due to unforeseen circumstances. This document is created to ensure that such situations are handled effectively and efficiently.

MISSED BUS PROCESS

The Missed Bus Process Document is a set of guidelines created to handle situations where passengers miss their bus due to unforeseen circumstances.

The process will be initiated when a customer reaches out to our customer experience team mentioning their current situation of missing the bus. The missed bus process documentation will include the process of providing coupons and credits and will not include any other sub processes or coupon credit disbursal that takes place within the customer experience team

Process Policy: All the tickets must be used only for the specified departure time. If the passenger missed the bus, the ticket is not refundable or transferable to a future bus. They need to purchase a new ticket to get on the next bus. With that said, we can offer a coupon worth 50% of the ticket price valid for 3 months if the passenger contacts us within 48 hours of missing the bus.

Organization Customer Experience		Title/Subject Missed Bus		Number PROC-DEPT-001	
Owner Anurag		Approved by Ajay Sharma	Date 02/15/23	Version 1.0	Page 3

PROCESS DOCUMENT: MISSED BUS

Name of Process:	Missed bus Process		
Process Owner:	Ajay Sharma		
Created By:	Anurag	Last Updated By:	Anurag
Date Created:	02/15/23	Last Revision Date:	
Process Purpose:	The purpose of the Missed bus Process is to improve Rally OurBus's ability to standardize and efficiently identify any process deviations; these requirements will be fulfilled by implementing a standardized organizational process with participation from each division.		
Process Scope:	This process pertains only to missed bus coupon disbursement. External requirements, such as OBIC and tickets purchased from cross-sale partners, are outside the scope of this process.		
Process Input:	The process is initiated by a customer contact via any incoming channel, namely Call, Email, Chat, social media post. Once this input is identified, the missed bus process will be initiated.		
Process Boundaries:	The activities immediately following the process input and immediately preceding the process output define the boundaries for the missed bus Process. Therefore, the Rally OurBus missed bus Process starting boundary is defined by a customer contacting the customer experience department requesting for a refund/credit. The process's ending boundary is defined by providing the customer with a 50 % coupon of the existing ticket price		
Process Flow:	1. Passenger reaches out to the customer experience team and informs them of the current situation of them missing their bus. 2. Customer experience team-member validates the details on the admin panel using the email address/phone number visible on the Freshworks tool. If details are not found, customer experience team-member requests for the ticket reference code to identify the ticket. 3. Customer experience team member to check the trip name. It should not be a booking with a cross-sale partner (BestBus). If yes, refer exception #1 4. Check at what time did the bus depart a. This can be checked by using "Trip history" in the Full Schedule on Admin panel. b. If the tracker is not working, request dispatch to share the actual departure time of the bus on "now_dispatch" channel. <i>If the bus departed early, refer to the SOP of code red management. If not, then proceed further</i> 5. Customer experience team member to check for any changes in the trip by clicking on the "Edit history" against the ticket in users report for the		

4

Organization Customer Experience		Title/Subject Missed Bus		Number PROC-DEPT-001	
Owner Anurag		Approved by Ajay Sharma	Date 02/15/23	Version 1.0	Page 4

	aforesaid booking. If yes, refer to the OurBus Initiated Change process document. If no, proceed further - Customer experience team-member will check the attendance that has been logged via the bus driver. - If the passenger is marked boarded, inform him about the same. If the passenger reconfirms that he is not on the bus, proceed further - Upon confirmation of the details the customer experience team member is to inform the customer about the missed bus coupon and check for the acceptance. - After getting the acceptance, process the cancelation on admin panel: - Against the ticket in the users report, scroll to the extreme right and click on "Cancel Ticket". - Select the reason as "Missed Bus". "Generate Missed Bus Coupon" should be selected as Yes. - Click on "Approve". The ticket will be canceled and a missed bus coupon will be sent to the customer. The coupon code will be the same as the ticket reference code. Once the ticket is successfully canceled, the row will be highlighted in red color. - Customer experience team-member is to inform the customer of the action taken and the terms and conditions of the validity. Once the ticket is canceled - Customer experience team-member will check for availability on alternate buses. If there are no buses available and the passenger wants to travel the same day, we can check for the availability with other bus companies on OTA and ask the customer to book the ticket by visiting the website of the bus company. Do not inform the customer about the OTAs. - If the alternative is suitable then inform them about the process to apply the coupon at the checkout page. Applicable only if it is an OurBus trip - Communication to be disposed appropriately, with respect to the channel and tool.
Process Output:	The output for this process is a customer has been provided a coupon/credit for their future use. The coupon code is generated with the coupon code being the same as the ticket reference code.
Exceptions to Normal Process Flow:	<u>Booking with cross-sale partners</u> In step 3 the coupon or credit may not be provided. Raise a request on now_dispatch slack channel requesting Dispatch to check with the operator if the passenger can be allowed on the next bus with that partner. Wait for confirmation from BestBus and set the right expectation with the passenger that we can not guarantee a seat in the next bus before

5

Organization Customer Experience		Title/Subject Missed Bus		Number PROC-DEPT-001	
Owner Anurag		Approved by Ajay Sharma	Date 02/15/23	Version 1.0	Page 5

	confirming with the operator. Bus operator will let the passenger board the next available bus using the current ticket if seats are available. 2. In step 5 the coupon or credit may not be provided as they may have already received a refund. If not, then process the wallet credit/refund. 3. In step 8, if the customer is adamant on getting extra compensation, customer experience team member can pitch a coupon worth 50%+\$5 4. In the above step, if the customer is willing to travel on the same day with us, check if the occupancy is <75%, then process wallet credit and ask the customer to book using the credit. 5. Passenger missed the bus from the booked location but wants to board the bus from the next stop location within the same city (if any). The bus will stop at the second location only if there are passengers booked from that stop. Verify this on the passengers list and share the ETA of the bus to the second stop & share the tracking link. Request the passenger to make it on time. Clearly inform them that we cannot hold the bus. 6. <u>Passenger not allowed on the bus because his name did not appear on driver's app/driver unable to scan the barcode</u> a. Open the Users Report using the ticket reference code shared by the passenger. b. Verify the trip details. i. If the passenger is boarding the correct bus, raise it immediately on now_dispatch channel. Mention the trip ID, ticket reference code & passenger's name and ask the dispatcher to allow the passenger to board the bus. 1. If the bus is at the stop, the passenger should board the bus 2. If the bus has departed, we can offer either of the following as per customer's acceptance: a. Reschedule. Move the passenger on next available trips, except BestBus b. Wallet credit c. Refund ii. If the passenger is boarding the wrong bus, share the trip information and inform her/him that he was boarding the wrong bus c. Raise the driver app bug on general_report-a-bug-or-technical-issue slack channel
--	---

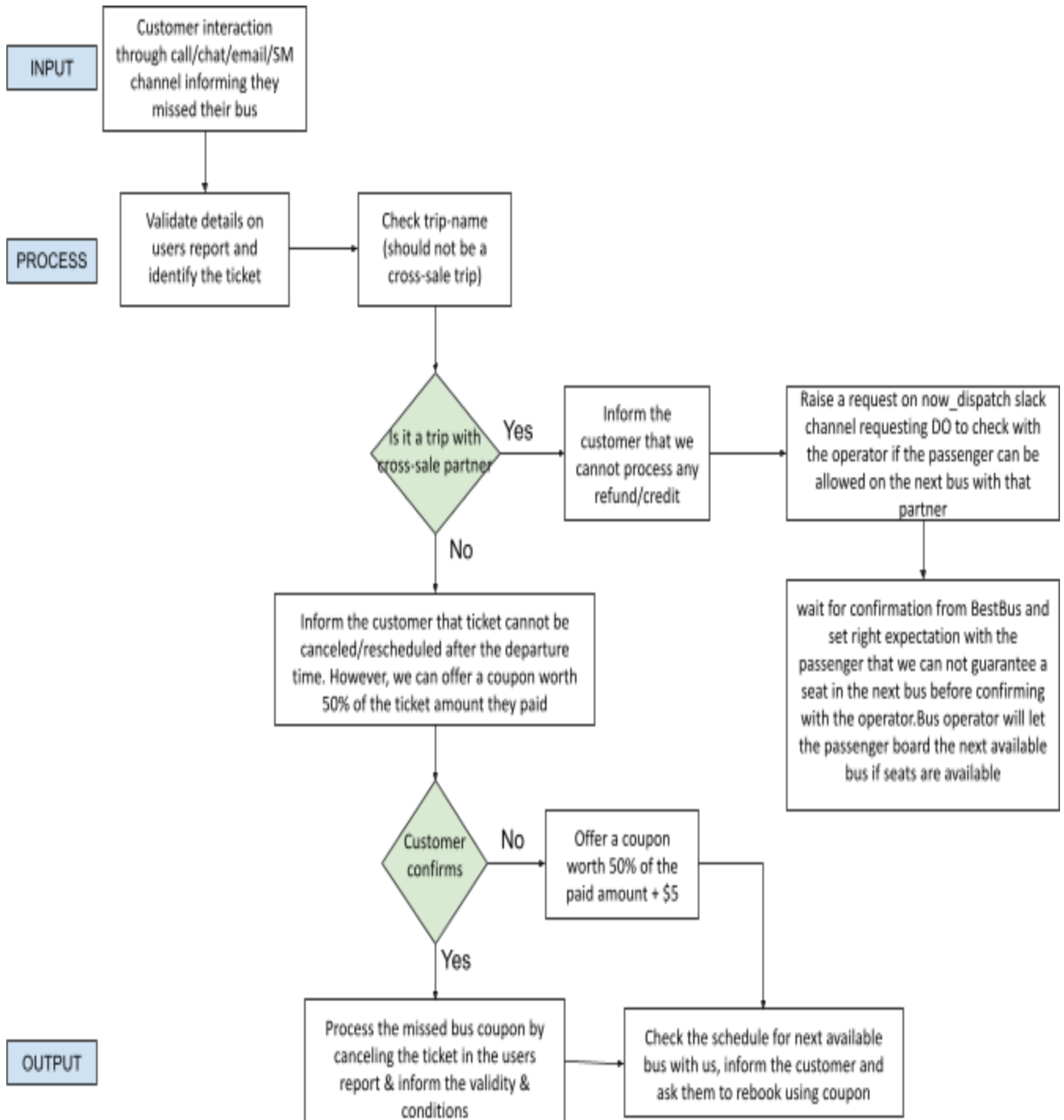
6

Organization Customer Experience		Title/Subject Missed Bus		Number PROC-DEPT-001	
Owner Anurag		Approved by Ajay Sharma	Date 02/15/23	Version 1.0	Page 6

Control Points and Measurements:	1. A control point and measurement are established in step 2 of the process flow. The process owner will continuously measure the number of qualified connections and how they have validated this information. If these numbers are low or a significant number of team members are deviating, then steps will need to be taken to improve the quality and detail of the interaction via coaching and feedback. 2. A control point and measurement are established in step 4 of the process flow. The process owner will continuously measure the number of qualified connections and how they have validated this information. If these numbers are low or there are a significant number of team members deviating, then steps will need to be taken to improve the quality and detail of the interaction via coaching and feedback. 3. A control point and measurement are established in step 8 of the process flow. The process owner will continuously measure the number of qualified connections and how they have validated this information. If these numbers are low or there are a significant number of team members deviating, then steps will need to be taken to improve the quality and detail of the interaction via coaching and feedback.
---	--

Organization Customer Experience	Title/Subject Missed Bus	Number PROC-DEPT-001
Owner Anurag	Approved by Ajay Sharma	Date 02/15/23
Version 1.0	Page 7	

PROCESS FLOW DIAGRAM: MISSED BUS



Organization Customer Experience			Title/Subject Missed Bus		Number PROC-DEPT-001	
Owner Anurag		Approved by Ajay Sharma	Date 02/15/23	Version 1.0	Page 8	

SPONSOR ACCEPTANCE

Approved by the Project Sponsor:

Date:

<Project Sponsor>

<Project Sponsor Title>

Organization Customer Experience			Title/Subject Missed Bus		Number PROC-DEPT-001	
Owner Anurag		Approved by Ajay Sharma	Date 02/15/23		Version 1.0	Page 9