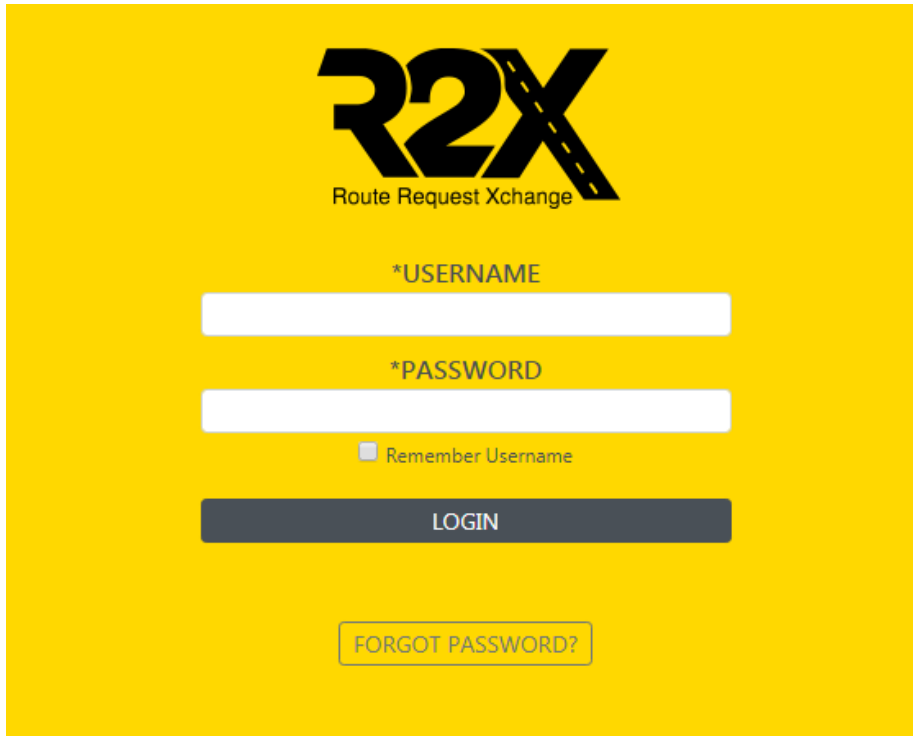


FPS Routing Support Request Tool User Guide

Login to the Request Tool

1. Open Internet Explorer and go to the following address: <http://r2xchg.com/login.aspx>
2. Enter your login name and password, and select the *LOGIN* button



You are now on the Route Request Xchange home and can view Open, Returned and Routed requests. Most users will only be able to view their own requests. Administrative users will see all requests made for their district or location.

Home Page Layout

1. Choose *NEW ROUTE REQUEST* to create a transportation request.
2. Use the drop-down and Select the *DISTRICT/SCHOOL* you wish to view
3. Use *REQUEST STATUS* drop down to customize the categories of Requests you can see

NEW ROUTE REQUEST

*DISTRICT/SCHOOL

Milwaukee Mitchell Street ▼

*REQUEST STATUS

3 Request Statuses Selected ▼

SEARCH REQUESTS

4. ROUTE Requesting columns are self explanatory for the most part.
 - a. Time: hover over the time icon to see the age of the request
 - b. Preview: click the comment bubble to view a quick synopsis of the request
 - c. Click the green arrow to open the request

Adding a Request

1. At the top of the Home page, Choose *NEW ROUTE REQUEST*.
2. Select the school desired. Click *ADD REQUEST*.

Complete the form. Fields that are marked with an asterisk are required fields.

(Note: The more information you can provide, the quicker and easier it will be for Routing Services to complete your request)

3. ALTERNATIVE ADDRESSES: stops default to stops nearest the home address unless an alternate address is supplied. To create an alternate address:
 - a. Click ALTERNATIVE ADDRESSES
 - b. Complete NEW ALTERNATIVE ADDRESS form. The Nickname for example will be ABC Daycare or BOYS & GIRLS CLUB. Nicknames must be unique for each address.
 - c. Click ADD ALTERNATIVE ADDRESS
 - d. This becomes your address book of addresses to choose from in the ROUTE REQUESTS section
4. ROUTE REQUESTS. Each direction, To School and From School, are considered individual transportation requests. If a ride is needed to and from school, 2 Route Requests must be completed.
 - a. Enter ADDRESS
 - b. Select DIRECTION
 - c. Select DAYS
 - d. Click ADD ROUTE DAYS

ROUTE REQUESTS

*ADDRESS: Home | *DIRECTION: To School | BELL TIME: --

ROUTE NOTE: | *DAYS: All Mon Tue Wed Thr Fri

ADD ROUTE DAYS

A schedule will appear highlighting the days of the request and the To/From Location. To add another request complete the ROUTE REQUESTS again, selecting a different DIRECTION.





ROUTE REQUESTS

*ADDRESS: BABYSITTER DAYCARE | *DIRECTION: From School | BELL TIME: --

ROUTE NOTE: | *DAYS: All Mon Tue Wed Thr Fri

ADD ROUTE DAYS

Review completed request

<p>To School</p> <p>Mon Tue Wed Thr Fri</p> <p>Home  </p>	<p>From School</p> <p>Mon Tue Wed Thr Fri</p> <p>BABYSITTER DAYCARE  </p>
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If the request needs to be revised, click the red trash can next to the request to be modified and complete the ROUTE REQUESTS fields again.

After completely filling out the form, select the *SUBMIT REQUEST FOR REVIEW* button.

View the status of requests from the HOME page dashboard.

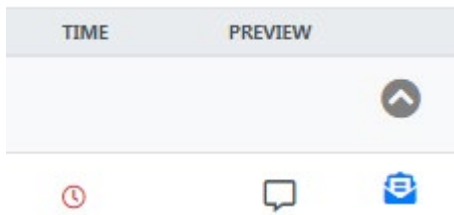
Closing a Request

Once a request is Submitted, it will appear under Reviewing status. It will then be Claimed by a router who will Route it, Return it or Cancel it.

- **Route:** Assign student to a stop and route. When completed, the request status will change to *Routed*
- **Returned:** Return request for additional information. There will be a comment requesting additional information for example, confirmation that the student should be routed due to living in a Walk Zone. Supply the information and resubmit.
- **Cancel:** examples could be a duplicate request, a family decides not to move, or the student is already routed as requested.

Once a request appears in Routed status

1. Click the blue down arrow that appears at the far-right side of the request



2. Review the routing information. Let us know if you need a revision. Notify the family.
3. Select Email or Phone within the NOTIFY VIA field. If an email or phone was supplied, it will automatically populate for your reference.
4. Click NOTIFIED

NOTIFIED

5. The request status will update to Notified