ITNRides 2.0
Updates and Improvements

Notice

ITNAmerica has our Annual Meeting of the Staff and Board this Thursday and Friday. Staff will be in all-day meetings, and response times will be slower. We apologize in advance. Thank you for your understanding.

Enhancements

- Per user requests, Suspended Accounts with balances are now included in the monthly statements run. If we receive feedback that folks don't want this, we will create separate runs, with and without suspended accounts.

- Print Prior Monthly Statements button was made available on the Site Staff Portal.

Cases

If you are entering a case using a group mailbox (info@ or dispatch@) please include your name with the case so we know who to contact with questions.

Reports

- Phone numbers were added to the Riders Service Needs reports.

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Dignified transportation for seniors

October 18th, 2022

Entering Grants

You can now enter and track grant progress in ITNRides 2.0. Here are some basic instructions:

- When you are preparing the grant or when you submit it, enter the grant as an Opportunity. There are two stages that can be used at this point- *Grant Prep or Grant Submitted.*

- If you are awarded the grant, you can change the status to *Grant Awarded-Awaiting Payment.*

- When the grant payment is received, change the status to *Grant Awarded- In process*. **This will create the TLI for the grant so don't skip this step.**

- The payment gets entered completely separately, as an Opportunity like other cash payments.

- When you finish the work of the grant, the status is changed to *Grant Awarded- Final Report Submitted.*

- If your request for the grant is declined, you change the status to *Closed-Lost.*

- These statuses will allow you to easily group your grants and view based on stage/status.

We will be offering a short training to go over this process on Tuesday, October 25th at 1pm Eastern. Email Morgan.Jameson@itnamerica.org if you would like to attend this virtual training.

GRANTS