

## DRIVE with zTRIP PROCESS

- Applicant applies on zTrip.com
- We set up with designated appointment times
- You will receive a list like below every day for the day's appointments.

First Name	Last Name	I would like to drive in	Date	Due Time
<u>Christopher</u>	<u>Williams</u>	Mobile,Alabama	4/23/2019	10:00 AM
<u>Marcellous</u>	<u>Scott</u>	Mobile,Alabama	4/23/2019	10:00 AM
<u>Jermaine</u>	<u>Buckner</u>	Mobile,Alabama	4/23/2019	10:00 AM

After the appointment time please respond to [drive@ztrip.com](mailto:drive@ztrip.com) with the following status within 24 hours:

*IP = In Process. You spoke with them and they are going to complete the next steps to become a driver*  
*NS=No Show*

*NI= Not Interested. They came in and after you spoke with them, they do not want to become a driver*  
*NE= Not Eligible. Felon/Age Background- whatever the issue – Cannot speak English....*

### What happens with statuses

#### In Process

- Applicant gets an email with the “Next Steps”
- Put applicant in the SmartSheet (If you do not have one- let Natalie know)
- MEM should follow up immediately to applicant with text thanking them for their time
- MEM should follow up with a **minimum** of 1|1|1 (1 call, 1 text, 1 email) over next 10 days getting them to complete next steps

#### No Show

- Applicant gets a text and email to try to reschedule by marketing team
- Marketing team will follow up forever!

#### Not Interested

- Applicant will receive marketing less often (6 times a year)

#### Not Eligible

- Applicant will not ever receive any further marketing

If an applicant goes to “contracted” please let [drive@ztrip.com](mailto:drive@ztrip.com) know. The applicant gets another email welcoming them to the team.