



routegenie.com

ROUTEGENIE

PRODUCT BREAKDOWN

Powerful software for non-emergency medical transportation providers that will help ease the burden of scheduling, routing, dispatching, and billing your trips!



contact@routegenie.com

(877) 599-6560

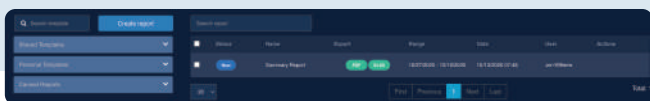
ABOUT US

We believe that NEMT is an incredibly important and helpful solution for individuals that are otherwise unable to use regular transportation to get to their healthcare appointments. These individuals may need a specific type of vehicle with wheelchair or stretcher access, and may require a medical attendant who can help safely transport the patient.

01 Base Software Features

Reporting

- Use our built-in custom reporting tool to generate your own reports without restrictions.
- Every field within the software can be displayed in reports, used as a filter, and even aggregated for advanced reporting
- Generate PDF reports or Excel spreadsheets.
- Reports generate in the background so you can keep working while your report is being created. No slowdowns or unnecessary crashes



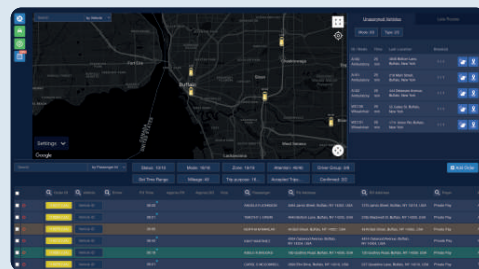
Vehicle Profiles and Maintenance

- Each vehicle will have its own detailed profile to capture information about that vehicle such as insurance policy info, registration information, DOT registration information, and more.
- Automated alerts let you know when critical items are going to expire soon so you know that your vehicles are always in compliance.
- The pre and post trip checklist in the driver app passes directly into the maintenance system, allowing your team to make sure any issues are properly addressed.
- Create alerts and track routine maintenance events, such as oil changes, automatically from the maintenance tab.

ID	Color	Model	Status	Make	Model	Year
A104	Blue	Amulet	Active	Ford	Ford	2019
WC105	Blue	Wheelchair	Active	Ford	Ford	2019
AL106	Blue	Amulet	Active	Ford	Ford	2019
WC107	Blue	Wheelchair	Active	Ford	Ford	2019

Dispatchgenie Live Dispatching

- Always choose the best vehicle for every ride with the intelligent Find Vehicle tool.
- Shows the vehicles with the best efficiency scores based on drive time, distance, and on-time performance.
- Displays the trip in the driver's route with real-time arrival time estimates to make quick and efficient dispatching decisions.
- Proactively points out and offers multi-load opportunities that meet business rules like pickup and drop off times/windows, vehicle capacity, driver/passenger blacklisting, and more.
- Offers efficient options that should be considered as the next ride for this vehicle based on pick up locations and times that are nearby the drop off for the trip being assigned!

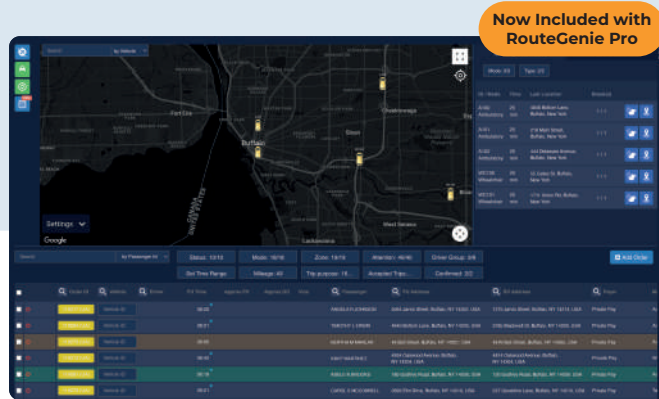


All trips, ETAs, and vehicle locations update live on one interactive, easy to use, and easy to search screen.

02 ADDITIONAL MODULES

Auto-Dispatching

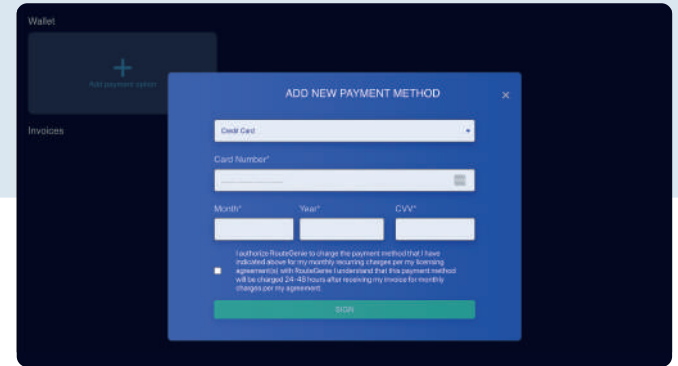
Let RouteGenie be your backup plan or take over your dispatching entirely with an engine that automatically identifies the right time to dispatch based on distance to the pick up location, mode of transportation, and vehicle availability. The auto-dispatch will even identify and execute on multi-load opportunities!



Private Pay

Take control over credit card payments using RouteGenie's integration with Authorize.net. Credit cards can be safely tokenized and stored in the software for repeat payments, entered for one-time payments, or even entered through the driver app to collect credit card payments from your private pay clients.

authorize.net
A Visa Solution



Account Insight Portal

Give your payers access to schedule trips and gain live insight into their status throughout the day with:

- Live trip status and Driver assignment updates.
- Real-time estimated pick up and drop off times.
- Early return and will call release functions.

Order ID	Date	Approx. PO	Approx. DO	Client	PO Address	DO Address	Account	Vehicle	Trip Type	Actions
1000000001	10/09/2018	08:10		CHERRY CORP	370 E. Winding Way, Adam, NY 1001	801 East St. Syracuse, NY 14806			Task	View Trip Details Cancel
1000000002	10/09/2018	08:45		CHERRY CORP	370 E. Winding Way, Adam, NY 1001	700 East St. Syracuse, NY 14806			Task	View Trip Details Cancel
1000000003	10/09/2018	09:00		ALANSON'S AUTO	111 Central Ave. Syracuse, NY 14806	870 South St. Syracuse, NY 14806			Task	View Trip Details Cancel
1000000004	10/09/2018	09:15		ALANSON'S AUTO	111 Central Ave. Syracuse, NY 14806	870 South St. Syracuse, NY 14806			Task	View Trip Details Cancel

Subcontractor Module

Remove the headache and errors associated with calculating pay for your private contractors. RouteGenie's Subcontractor/Commission Module allows you to input a variety of commission structures in place for your drivers or subcontractor operators, add in the appropriate fees, like weekly dispatch fees, technology fees, tolls, or insurance, and automatically produce invoices with balances owed to or from each contractor weekly, bi-weekly, or monthly!

Order ID	Date	Approx. PO	Approx. DO	Sched. PO	Approx. Time	Passenger	PO Address	DO Address	Contractor	Phone Number	Vehicle	Mode	Actions
1000000001	10/09/2018	08:10			CHERRY CORP	370 E. Winding Way, Adam, NY 1001	801 East St. Syracuse, NY 14806	1.45	Private Pay	(716) 444-4444	Windstar	Windstar	View Trip Details Cancel
1000000002	10/09/2018	08:45			CHERRY CORP	370 E. Winding Way, Adam, NY 1001	700 East St. Syracuse, NY 14806	1.74	Private Pay	(716) 444-4444	Windstar	Windstar	View Trip Details Cancel
1000000003	10/09/2018	09:00			ALANSON'S AUTO	111 Central Ave. Syracuse, NY 14806	870 South St. Syracuse, NY 14806	0.80	Will	(716) 778-1010	Autobus	Autobus	View Trip Details Cancel
1000000004	10/09/2018	09:15			ALANSON'S AUTO	111 Central Ave. Syracuse, NY 14806	870 South St. Syracuse, NY 14806	0.80	Will	(716) 778-1010	Autobus	Autobus	View Trip Details Cancel

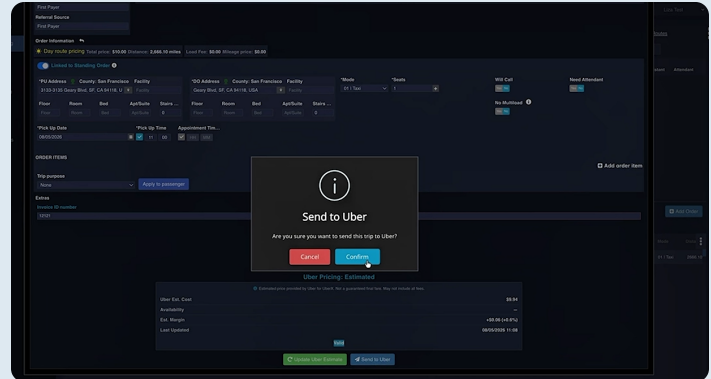
iFrame

Let your passengers request trips directly from your company website with the iFrame Widget. Our developers can add a unique code to your site to make booking trips easier than ever before, so your passengers can book a trip whenever they need to in just minutes

Uber Health Integration

Some trips you cannot cover yourself — they fall outside your service area, every vehicle is already committed, or the timing simply does not work. Send those to Uber Health from the same assignment workflow your dispatchers already use.

- See the estimated cost and your expected margin before you send the trip.
- The price is locked when you send. Final cost and actual margin land back in RouteGenie once the trip completes.
- Uber Health trips and your own fleet's trips appear in the same reports — no separate portal to manage.



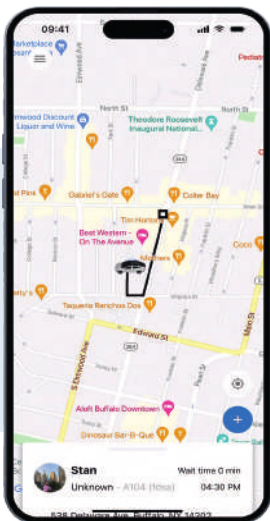
Ambulatory UberX trips only at launch; wheelchair-accessible and stretcher trips are not covered. Connects to your own Uber Health account — we will make the introduction if you do not have one yet.

Facilities Concierge

Allow your partner facilities to get direct insight into all of the trips coming to or from their locations regardless of the funding source! Help the facility improve their operation and reduce your wait time by providing real-time driver assignment information, arrival ETAs, and even live will call releases!



Check out video to learn more



Passenger Application

Connect with your passengers better than ever before with your very own, professionally designed mobile app! The RouteGenie Client App allows passengers to schedule private pay trips and pay via credit card, check upcoming trip details, and even get live trip alerts and vehicle location information for all of their trips - even those funded by a third party like a broker, Medicaid, or facility!

03

AUTOMATED COMMUNICATION SUITE

Trip Reminders

Automatically place calls to your clients to remind them of their trip, provide an estimated ETA, and even offer the option to cancel the trip through the automated system to prevent no shows! Place calls the day prior, the morning of the ride, or even as soon as the driver marks that they are in route to pick up the client!



Available via WhatsApp and/or traditional cellular.

Trip Tracking Link

Sends riders a live text link with real-time status and ETA when a driver is en route (in-progress trips only). Clear, automatic updates set expectations and cut "Where's my ride?" calls, reducing inbound volume for dispatch. Builds confidence for riders while keeping your team focused on exceptions, not routine status checks.

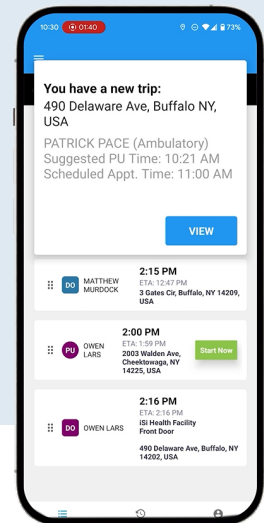
Passenger Experience

Automatically request feedback by text after completed rides. Riders can rate their experience and leave comments; low-score responses are routed to your team for quick follow-up, while positive feedback prompts riders to publish a review on the platforms you choose. Capture more 5-star ratings, resolve issues faster, and consistently demonstrate service quality.

Driver Notifications

Send text alerts to drivers when trips are preassigned, keeping them updated without manual dispatcher calls. This keeps communication clear, reduces missed assignments, and improves overall on-time performance.

Drivers see the pick-up address, passenger, mode, suggested pick-up time and scheduled appointment time the moment a trip lands — and can open it straight into their run.



04

IMPLEMENTATION OPTIONS

Guided Launch Training & Implementation

You'll get moving quickly on your own, and we'll be right here to help you fine-tune, assist with operations training, and launch with confidence.

After kickoff with your dedicated Implementation Consultant, you configure the essentials with supporting training videos and content. Then we come together to review your setup and smooth out any details, followed by live training on running day-to-day operations. From there, we support you all the way through launch.



Virtual Training and Implementation

Get your RouteGenie account setup with an expert by your side through the whole process.

You'll be assigned a dedicated trainer who will work with you in live virtual training sessions to help you get your RouteGenie instance set up. From back end set up, to trip scheduling, routing, dispatching, the driver app, and everything in between, your trainer will take you through the ins and outs of how to integrate your new software into your operations.

On-Site Launch Support

Making a software switch can be challenging and present hurdles, especially as you work through the details of integrating software into your operation and prepare to go live.

We offer a variety of onsite training and launch support options so your trainer is on-site with you to help you clear all of the hurdles that come up when it's time to take RouteGenie live. All of our options include having a trainer on site for **6-hour days** and all travel expenses are included!



On-Site Launch Support



On-Site Operations Training



Full On-Site Training



routegenie.com



Modern NEMT software

contact@routegenie.com

(877) 599-6560