

**DISPATCHING MADE EASY – HOW TO CREATE
FACILITY USER PROFILES**



DISPATCHING MADE EASY – HOW TO CREATE FACILITY USER PROFILES

A convenient feature of Dispatching Made Easy is the ability for facilities to scheduled trips directly online with their Transportation Provider partner.

The Transportation Provider is the “owner” of the account and will be responsible for creating an “Administrator” account that serves as the Primary Facility User.

Smaller independent facilities may only need one User account, but larger facilities with multiple units, communities, or buildings may require multiple sub-user accounts.

The Facility’s Primary User (Administrator) will be responsible for creating and managing all unique sub-user accounts.

The Transportation Provider will be responsible for teaching and orienting Facility Users on the particulars of Dispatching Made Easy.

Once logged in, the Transportation Provider will navigate to the “Facilities” tab to select “Facilities Management” from the drop down menu.

The screenshot shows the Dispatching Made Easy dashboard for United Medical Transportation Providers Group. The navigation bar includes: DASHBOARD, DISPATCHING GRID, SCHEDULE, TRIPS, CUSTOMER, FACILITIES (highlighted with a red box), DRIVERS, VEHICLES, and STATISTICS. A dropdown menu for the FACILITIES tab is open, showing 'Facilities Management' and 'Messaging Center'. A red arrow points to 'Facilities Management' with the text 'Step 1' below it. The dashboard content includes a 'TOTAL CUSTOMERS' card (58 total), a 'SCHEDULED TRANSPORTS' card (0 scheduled), and a 'SCHEDULED DRIVERS' card (0 scheduled). A table of customers is visible on the left.

Customer Name	Reimbursement
Alexander, Jason	Broome County Medicaid
Arlington, Christopher	Private-Pay
Arnold, Howard	Private-Pay
Banks, Carlos	Private-Pay
Baxter, Christopher	Private-Pay
Carter, William	Broome County Medicaid
Daniels, Michelle	Private-Pay
Douglas, Manuel	Broome County Medicaid

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Transportation Providers will create the Facility's Primary User information under "Facility Information."

The screenshot shows the 'Facility Management' interface. The 'FACILITY INFORMATION' section is highlighted with a red box and labeled 'Step 2'. The form contains the following fields:

- Facility Name: Bridgewater Nursing Home
- Contact Number: (607) 722-7225
- Address: 159 Front Street
- City: Binghamton
- State: NY
- Zip Code: 13905
- Active?:

The 'ADMINISTRATOR INFORMATION' section contains the following fields:

- First Name: Susan
- Last Name: Powers
- User Name: spowersbridge
- Password: uniquepassword@
- Position/Title: Social Services Director
- Email: spowers@bridgewaternursinghome.com

Buttons at the bottom include '+New', 'Save', and 'Edit'.

Enter the Primary User's information under "Administrator Information." Keep in mind, the Primary User is responsible for creating and managing all Sub-User accounts.

NOTE: Should a new Sub-User account need to be created or a Sub-User is experiencing login problems, it will be the responsibility of the Primary User to edit and update the account and NOT the Transportation Provider. The Transportation Provider can only see and access the credentials of the Primary User and NOT Sub-Users.

NOTE: Always create unique usernames. For security purposes, there can be no duplication of usernames throughout the entire Dispatching Made Easy platform.

The screenshot shows the 'Facility Management' interface. The 'ADMINISTRATOR INFORMATION' section is highlighted with a red box and labeled 'Step 3'. The form contains the following fields:

- First Name: Susan
- Last Name: Powers
- User Name: spowersbridge
- Password: uniquepassword@
- Position/Title: Social Services Director
- Email: spowers@bridgewaternursinghome.com

The 'FACILITY INFORMATION' section is visible but not highlighted. Buttons at the bottom include '+New', 'Save', and 'Edit'.

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The Transportation Provider will click “Save” after entering the Primary User information.

The screenshot shows the 'Facility Management' form with the following details:

- FACILITY INFORMATION**
 - Facility Name: Bridgewater Nursing Home
 - Contact Number: (607) 722-7225
 - Address: 159 Front Street
 - City: Binghamton
 - State: NY
 - Zip Code: 13905
 - Active?:
- ADMINISTRATOR INFORMATION**
 - First Name: Susan
 - Last Name: Powers
 - User Name: spowersbridge
 - Password: uniquepassword@
 - Position/Title: Social Services Director
 - Email: spowers@bridgewaternursinghome.com

At the bottom of the form, there are three buttons: '+ New', 'Save' (highlighted with a red box and a red arrow pointing to it), and 'Edit'.

A “Success” notification will populate below “Facility Management” confirming you have properly “Saved” the Facility profile.

The screenshot shows the 'Facility Management' form with a success notification and a table of facilities:

- Success Notification:** A green box with a red border and a red arrow pointing to it contains the text: "Success! Facility User detail saved successfully."
- FACILITY INFORMATION** (fields are now disabled):
 - Facility Name: [disabled]
 - Contact Number: [disabled]
 - Address: [disabled]
 - City: [disabled]
 - State: NY
 - Zip Code: [disabled]
 - Active?:
- ADMINISTRATOR INFORMATION** (fields are now disabled):
 - First Name: [disabled]
 - Last Name: [disabled]
 - User Name: [disabled]
 - Password: [disabled]
 - Position/Title: [disabled]
 - Email: [disabled]
- FACILITIES FILTER**
 - Last Name: [input]
 - Max # Uses: 50
 - Active Only:
 - Filter button
- Facilities Table:**

	Facility Name	Last Name	First Name	User Name
Select	Bridgewater Nursing Home	Powers	Susan	spowersbridge

DISPATCHING MADE EASY – HOW TO CREATE FACILITY USER PROFILES

Should a Facility profile need to be edited, the Transportation Provider will navigate to the “Facilities” tab to choose the “Select” tab next to the Facility’s name.

The screenshot shows the 'Facility Management' interface. On the left is a form for editing facility information, including fields for Facility Name, Contact Number, Address, City, State (NY), and Zip Code. A success message at the top reads 'Success! Facility User detail saved successfully.' On the right is a 'FACILITIES' table with columns for Facility Name, Last Name, First Name, and User Name. The first row contains 'Bridgewater Nursing Home', 'Powers', 'Susan', and 'spowersbridge'. A red box highlights the 'Select' button in the first column of this row, with a red arrow pointing from it towards the form on the left.

Using the new credentials created by the Transportation Provider, the Facility’s Primary User can login at <https://www.DMELive.com> to create Sub-User accounts, add Resident profiles, create and manage trips, and more.

The screenshot shows the DMELive.com website. The top navigation bar includes 'Dispatching Made Easy', 'HOME', 'NEWSLETTER', 'CONTACT US', and 'TERMS'. The main content area features a promotional banner with the text 'JOIN TODAY & DISPATCH RIGHT AWAY' and 'Only \$97 /Month - No Hidden Fees, Startup Costs Or Contracts'. A 'LOGIN' form is overlaid on the right side of the banner, with a red box around the username field containing 'spowersbridge' and a red arrow pointing to it labeled 'Step 1'. The login form also includes a password field, a 'Login to your Account' button, and a 'Forgot Password' button.

<https://www.DispatchingMadeEasy.com>

DISPATCHING MADE EASY – HOW TO CREATE FACILITY USER PROFILES

The Facility name will appear at the top of all facility accounts confirming their Users are logged in.

The screenshot shows the 'Resident Management' page for 'Bridgewater Nursing Home'. The top navigation bar includes 'DASHBOARD', 'DISPATCHING GRID', 'SCHEDULE', 'RESIDENT', 'TRIP MANAGEMENT', 'FACILITIES SUB-USER', and 'TRIP STATISTICS'. The 'FACILITIES SUB-USER' menu is highlighted with a red box and arrow. The main content area is divided into three sections: 'RESIDENT', 'DEMOGRAPHICS', and 'BILLING INFORMATION'. The 'RESIDENT' section has fields for Resident ID, Last Name, First Name, MI, and Email Address, with an 'ACTIVE RESIDENT?' checkbox. The 'DEMOGRAPHICS' section has fields for Resident Address, County, Phone Number, and DOB. The 'BILLING INFORMATION' section has fields for Billing Name, Billing Phone Number, Billing Address, and Comments, along with an 'Import Resident Address' button. On the right, a 'RESIDENT-0 SHOWN' panel includes a 'FILTER' section with fields for Last Name, Phone Number, and Max # Resident (set to 50), and buttons for 'Filter' and 'Export'. Below the filter are view options: 'View Recent', 'Last 90 Days', 'Last 180 Days', 'Year-to-Date', and 'View All'. A message at the bottom of the panel states 'No Residents found.'

Should the facility require multiple users, the Primary User will navigate to the “Facility Sub-User” tab to select “Sub-User Management.”

This screenshot is similar to the first one, but the 'FACILITIES SUB-USER' menu is expanded, showing 'Sub-User Management' and 'Messaging Center'. A red box and arrow point to the 'Sub-User Management' option. The rest of the interface, including the resident management form and the 'RESIDENT-0 SHOWN' panel, remains the same as in the previous screenshot.

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After entering all applicable Sub-User information, select “Save.”

Note: To ensure there is no confusion between Sub-Users, we highly recommend the Primary User uniquely labels or names each respective floor, unit, or department. When the Sub-User logs into their unique account, their respective unit or department will be reflected at the top of their account.

Dispatching Made Easy Bridgewater Nursing Home

DASHBOARD DISPATCHING GRID SCHEDULE RESIDENT TRIP MANAGEMENT FACILITIES SUB-USER TRIP STATISTICS

Facility Sub-User Management

FACILITY USER INFORMATION

Facility Department or Unit: Memory Care Active?

Contact Number: (607) 722-7225

Address: 159 Front Street

City: Binghamton State: NY Zip Code: 13905

First Name: Julie Last Name: Atwater

User Name: jatwaterbridge Password: uniquepassword@

Position/Title: Unit Secretary Email: jatwater@bridgewaternursinghome.com

FACILITIES SUB-USER

FILTER

Last Name: Max # Uses: 50 Active Only:

No Users Found.

Once “Saved,” a “Success” notification will populate, and the new Sub-User account will be featured to the right. Should a Sub-User account need to be modified, the Primary User will navigate to the “Facility Sub-User” tab and choose the “Select” tab next to the desired profile.

Dispatching Made Easy Bridgewater Nursing Home

DASHBOARD DISPATCHING GRID SCHEDULE RESIDENT TRIP MANAGEMENT FACILITIES SUB-USER TRIP STATISTICS

Facility Sub-User Management

Success! Facility User detail saved successfully.

FACILITY USER INFORMATION

Facility Department or Unit: Active?

Contact Number:

Address: 159 Front Street

City: Binghamton State: NY Zip Code: 13905

First Name: Last Name:

User Name: Password:

Position/Title: Email:

FACILITIES SUB-USER

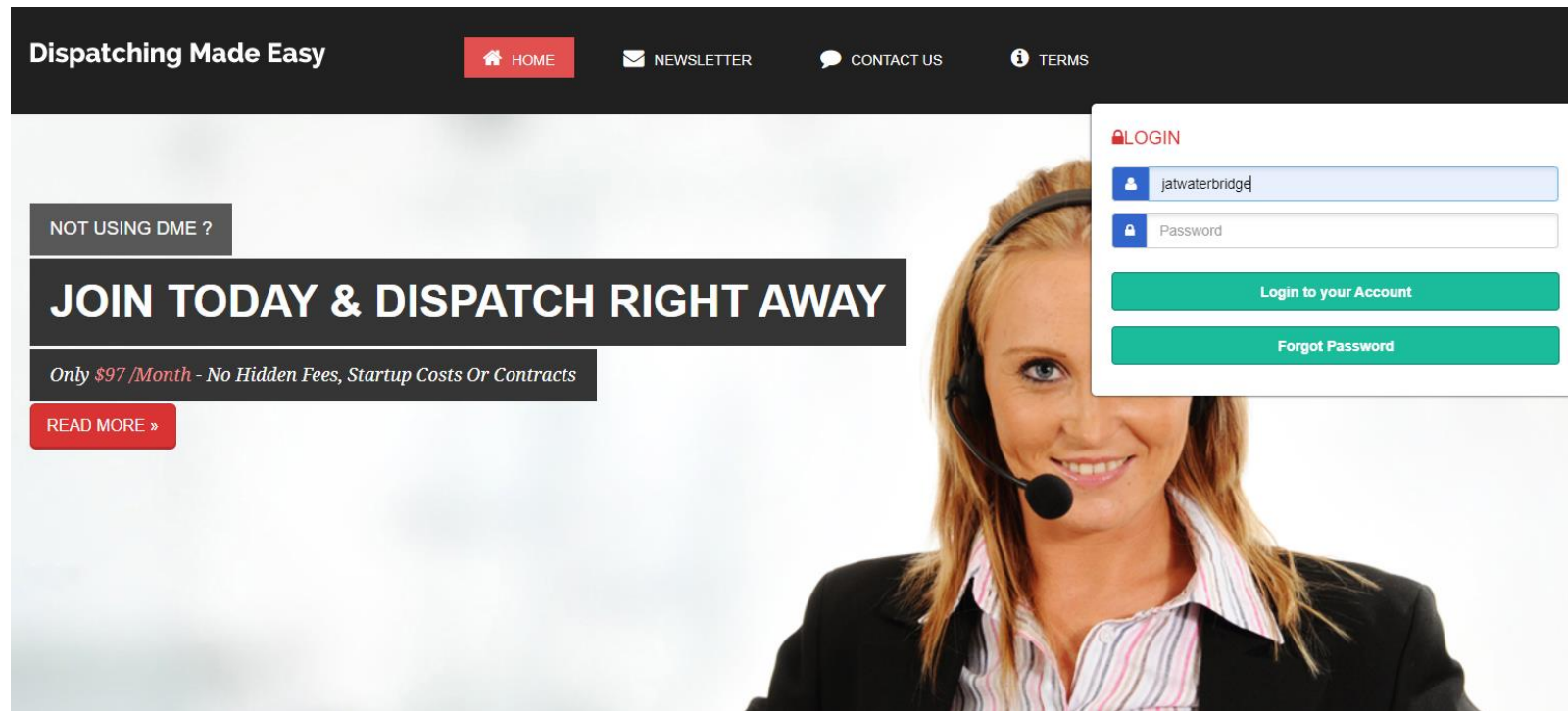
FILTER

Last Name: Max # Uses: 50 Active Only:

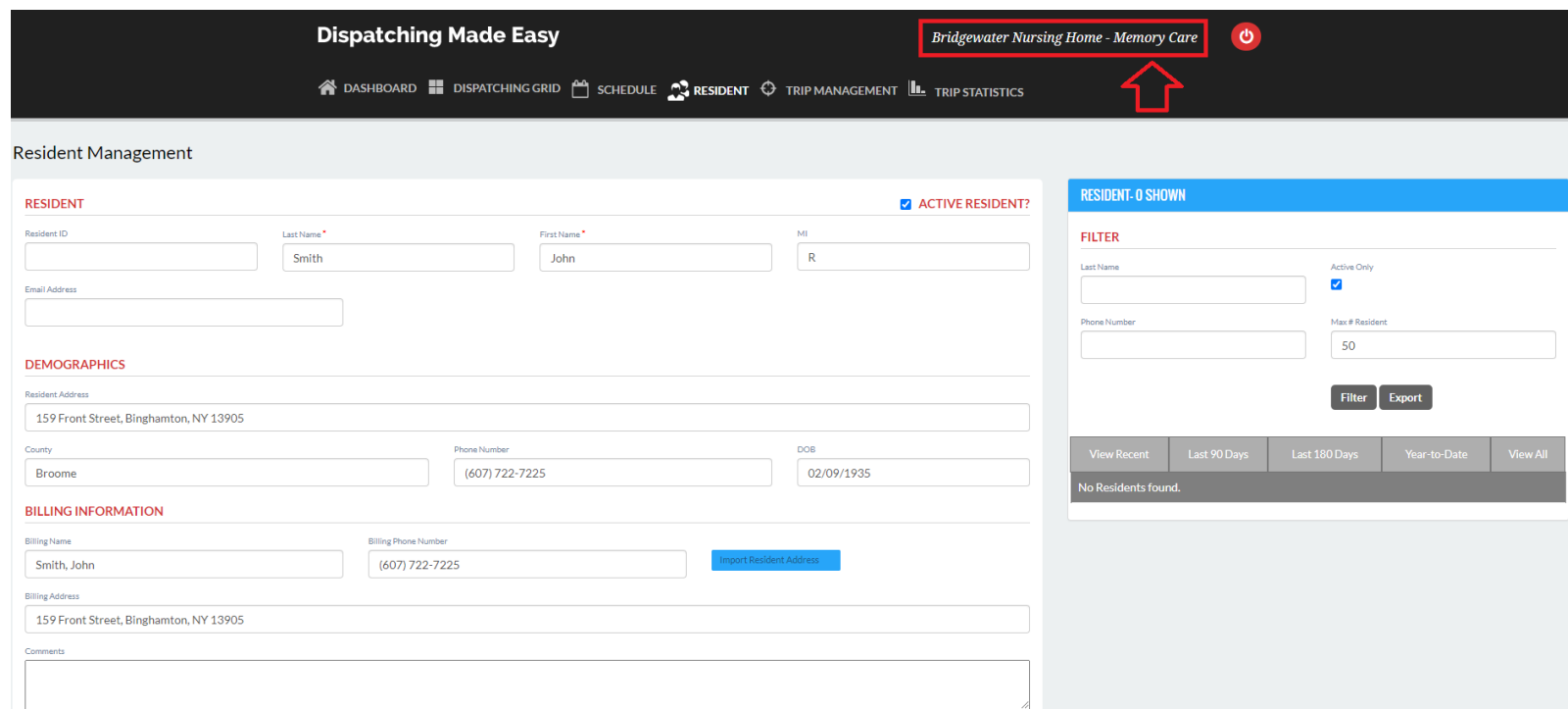
	Facility User Name	Last Name	First Name	User Name
<input checked="" type="button" value="Select"/>	Memory Care	Atwater	Julie	jatwaterbridge

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Once the new Sub-User profile has been created, the Sub-User can log into <https://www.DMELive.com> using their unique username and password.



When a Sub-User logs into their unique account, the top of the screen will feature the Facility name followed by the name of the floor, unit, building or department designed by the Primary User when creating the account.



<https://www.DispatchingMadeEasy.com>

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The Primary User and all Sub-User accounts, essentially, experience the same functionality. They can all create new Resident profiles, submit trips online to the Transportation Provider, and once accepted, facility staff can view the status of each trip.

For demonstration purposes, we will return to the Facility's Primary User account.

Once logged in, the User will navigate to the "Resident" tab to create a new Resident profile.

If the Resident is already in the database the User will go directly to "Trip Management" to create a new trip.

Under "Resident Management," the User will enter the name, demographics, billing, and all applicable information.

Dispatching Made Easy
Bridgewater Nursing Home

DASHBOARD DISPATCHING GRID SCHEDULE **RESIDENT** TRIP MANAGEMENT FACILITIES SUB-USER TRIP STATISTICS

Resident Management

RESIDENT ACTIVE RESIDENT?

Resident ID: [] Last Name: Powell First Name: Arnold MI: R

Email Address: []

DEMOGRAPHICS

Resident Address: 159 Front Street, Binghamton, NY 13905

County: Broome County Phone Number: (607) 722-7225 DOB: 02/09/1935

BILLING INFORMATION

Billing Name: Powell, Arnold Billing Phone Number: (607) 722-7225 [Import Resident Address](#)

Billing Address: 159 Front Street, Binghamton, NY 13905

RESIDENT-0 SHOWN

FILTER

Last Name: [] Active Only:

Phone Number: [] Max # Resident: 50

[Filter](#) [Export](#)

View Recent Last 90 Days Last 180 Days Year-to-Date View All

No Residents found.

Once the Resident profile has been saved a "Success" notification will populate at the top of the screen and the new profile featured to the right. Should a Resident profile need to be modified, the User will navigate back to the "Resident" tab and choose the "Select" tab next to the desired profile.

Dispatching Made Easy
Bridgewater Nursing Home

DASHBOARD DISPATCHING GRID SCHEDULE **RESIDENT** TRIP MANAGEMENT FACILITIES SUB-USER TRIP STATISTICS

Resident Management

Success! Customer created successfully.

RESIDENT ACTIVE RESIDENT?

Resident ID: [] Last Name: [] First Name: [] MI: []

Email Address: []

DEMOGRAPHICS

Resident Address: []

County: [] Phone Number: [] DOB: []

BILLING INFORMATION

Billing Name: [] Billing Phone Number: [] [Import Resident Address](#)

Billing Address: []

RESIDENT-1 SHOWN

FILTER

Last Name: [] Active Only:

Phone Number: [] Max # Resident: 50

[Filter](#) [Export](#)

View Recent Last 90 Days Last 180 Days Year-to-Date View All

Last Name	First Name	Resident ID
Powell	Arnold	[]

[Select](#)

DISPATCHING MADE EASY – HOW TO CREATE FACILITY USER PROFILES

Once a Resident has been successfully “Saved” to the Facility’s database, the User can navigate to the “Trip Management” tab. When the User begins entering the last name of the Resident, their name will appear and filter alphabetizing from a drop-down menu allowing the User to select the desired Resident.

Once selected, all the Resident’s profile information will populate. The User can then enter additional trip details.

Once the trip has been “Saved,” a “Success” notification will populate at the top of the screen and the specific trip will be featured to the right under “Trips – Shown.”

Note: The trip will remain “Pending” until the Transportation Company accepts and approves the trip.

	Time	Resident	Trip Status
Select	7/3/2021 7:30 PM	Powell, Arnold	Pending ?

DISPATCHING MADE EASY – HOW TO CREATE FACILITY USER PROFILES

When a Facility creates and “Saves” a trip, the Transportation Provider automatically receives a visual notification in the form of the green tab at the bottom left of their screen. This notification clearly captures the attention of the Transportation Provider User and prompts them to click and review.

The screenshot displays the main dashboard with several key sections:

- TOTAL CUSTOMERS** (Pink header): You have 59 Total Customers. Breakdown: 11 Broome County Medicaid, 1 Cash, 1 Nursing Facility Management, 4 Private Pay Client, 20 Private-Pay, and 22 other customers without reimbursement.
- SCHEDULED TRANSPORTS** (Blue header): You have 0 Scheduled Transports. Breakdown: 0 Wheelchair, 0 Stretcher, and 0 Ambulatory.
- SCHEDULED DRIVERS** (Green header): You have 0 Scheduled Drivers. No Drivers Scheduled.
- RECURRING TRIPS PENDING COMPLETION** (Blue header): No Recurrence Found.
- UNPAID INVOICES** (Red header): You have 23 Unpaid Invoices.
- Notification** (Green button at bottom left): (1) New Trip - Click Here

Customer Name	Reimbursement
Alexander, Jason	Broome County Medicaid
Arlington, Christopher	Private-Pay
Arnold, Howard	Private-Pay
Banks, Carlos	Private-Pay
Baxter, Christopher	Private-Pay
Carter, William	Broome County Medicaid
Daniels, Michelle	Private-Pay
Douglas, Manuel	Broome County Medicaid
Downey, Rita	Broome County Medicaid
Earnst, Kathleen	Private-Pay

When the Transportation Provider User selects “Click Here” to view the Facility’s trip request, a popup will appear featuring the trip related information. The Transportation Provider will click “Go to Trip Details.” to view addition trip details and choose to accept or decline the trip.

The screenshot shows the same dashboard as above, but with a white popup window overlaid in the center. The popup contains the following trip information:

TRIP 1. Bridgewater Nursing Home

Customer : Powell Arnold
Date : 07/03/21
Pick-up Time: 07/03/21
Pick-up Location : 159 Front Street, Binghamton, NY 13905
Drop Off Location : 120 Hill Avenue, Endicott, NY 13760
Note for Driver : An aide will be traveling with Mr. Powell.
Return : No Mileage : 20 Need : WC Assist :No

A green button labeled "Go to Trip Details" is positioned at the bottom of the popup.

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Once the Transportation Provider has reviewed the trip information, the User will either “Accept” or Decline” the trip. If the User declines the trip, the Transportation Provider will be prompted to type an optional message to be received by the facility explaining why the trip cannot be accepted – possibly due to a full schedule. If so, the Transportation Provider can request the Facility try and reschedule the trip to a more convenience time.

The screenshot displays the 'Trip Management' interface, divided into two main sections: 'CUSTOMER' and 'TRAVEL'.

CUSTOMER Section:

- Customer Information:** Name (Powell, Arnold), Reimbursement (checkbox), Reimbursement Name (dropdown), Number, Person Calling, Telephone Number ((607) 722-7225), Address (159 Front Street, Binghamton, NY 13905), Billing Name (Powell, Arnold), Billing Phone Number ((607) 722-7225), and Billing Address (159 Front Street, Binghamton, NY 13905).
- BILLING Section:** Approved by, Approval Date (7/3/2021), Approval Number/Billing Info, POT Amount, Cash, and Check Number.
- Private - Note for Dispatcher:** A text area for additional notes.
- ACCEPT/DECLINE TRIP Section:** A text area for a remark.

TRAVEL Section:

- Buttons:** 'Accept' (green) and 'Decline Trip?' (red).
- Date:** 7/3/2021
- Pick-up Time:** 07:30 PM
- Receiving Time:** (empty)
- Recurring Trip?** (checkbox), **Frequency:** Daily, **Recurrence End Date:** (empty)
- Pick Up Location:** 159 Front Street, Binghamton, NY 13905
- Drop Off Location:** 120 Hill Avenue, Endicott, NY 13760
- Notes For Driver:** An aide will be traveling with Mr. Powell.
- Return?** (checkbox checked)
- Calculate Distances:** (button), **Mileage:** 20.38
- Estimated Driving Time (One-Way):** 15 mins, **Get Directions:** (button)
- Needs >>:** Wheelchair (radio selected), Stretcher (radio), Ambulatory (radio)
- Assist >>:** Assist at Pickup (checkbox), Assist at Destination (checkbox)
- Buttons:** 'Accept' (green) and 'Decline Trip?' (red).

Once accepted, the Transportation Provider will be prompted to “Confirm” the trip.

The screenshot shows the same 'Trip Management' interface as above, but with a confirmation dialog box overlaid in the center. The dialog box contains the following information:

Confirm trip as follows:

- Customer: Powell, Arnold
- Date: 7/3/2021
- Pick-up Time: 07:30 PM
- Pick-up Location: 159 Front Street, Binghamton, NY 13905
- Drop Off Location: 120 Hill Avenue, Endicott, NY 13760
- Note for Driver: An aide will be traveling with Mr. Powell.
- Return: Yes Mileage: 20.38 Needs: Chair Assist: No

The dialog box has a 'Close' button and a 'Confirm' button (green).

DISPATCHING MADE EASY – HOW TO CREATE FACILITY USER PROFILES

Once confirmed, the trip will populate in the Daily Schedule of both the Transportation Company and the Facility’s account.

If the Resident is a new Customer and not yet in the database of the Transportation Provider, the Resident will automatically be added to the Transportation Provider’s Customer database.

Once a Driver has been assigned to the trip, it will appear in Dispatching Grids of both the Transportation Provider and the Facility.

Dispatching Made Easy

United Medical Transportation Providers Group

DASHBOARD DISPATCHING GRID SCHEDULE TRIPS CUSTOMERS FACILITIES DRIVERS VEHICLES STATISTICS

Daily Schedule Management

Export To Spreadsheet

Ascending Descending

Group Driver Assignments Individual Driver Assignments

View schedule for 7/3/2021

Show Schedule Print Schedule

4:00AM-8:00AM 08:00AM-12:00PM 12:00PM-4:00PM 4:00PM-8:00PM 8:00PM-12:00AM 12:00AM-4:00AM View All Trip

Customer Name	PickUp Time	Pickup Location	Assist Pickup
Powell, Arnold	7:30 PM	159 Front Street, Binghamton, NY 13905	No

View schedule for 7/3/2021

Show Schedule Print Schedule

Driver	Vehicle
Murali, Perumal	No Vehicle
Valentine, Matthew	No Vehicle
Edwards, Brad	No Vehicle
Davis, Elisabeth	No Vehicle
Miller, Don	No Vehicle
Munster, Herman	No Vehicle
Davidson, Hale	No Vehicle
Blake, Isaac	No Vehicle
Davis, Isabella	No Vehicle
Nile, Leroy	No Vehicle
Davis, Joel	No Vehicle
Shillabeer, Robyn	No Vehicle
test, test	No Vehicle
test, test	No Vehicle
Young, Troy	No Vehicle

When the Transportation Provider has confirmed the trip, the Facility will also receive a popup notifying them the trip has been accepted and the trip status will change from “Pending” to “Confirmed.”

Dispatching Made Easy

Bridgewater Nursing Home

DASHBOARD DISPATCHING GRID TRIP STATISTICS

FACILITY TRIP DETAILS

Trip Status: **Confirmed**

Customer: Powell Arnold

Date: 07/03/21

Pick-up Time: 19:30 PM

Pick-up Location: 159 Front Street, Binghamton, NY 13905

Drop Off Location: 120 Hill Avenue, Endicott, NY 13760

Note for Driver: An aide will be traveling with Mr. Powell.

Return: Yes Mileage: 20 Needs: WC Assist: No

Recurring Trip? Frequency: Daily Recurrence End Date: ?

Pick Up Location: Import Resident Address

Drop Off Location: Import Frequent Trip

Notes For Driver:

TRIPS 1 SHOWN

FILTER

From: 7/3/2021 To: 7/3/2021

Last Name: Filter

	Time	Resident
Select	7/3/2021 7:30 PM	Powell, Arnold

DISPATCHING MADE EASY – HOW TO CREATE FACILITY USER PROFILES

Like the Transportation Provider, Facility staff can view all aspects of the trip progress on the Dispatching Grid and Daily Schedule. However, the Facility can ONLY see trips relating to their Residents and not of other Facilities or customers. Further, a Facility’s Dispatching Grids and Daily Schedules are “View-ONLY.” Facilities cannot engage in or manipulate trip status in any way.

The screenshot shows the 'Dispatching Made Easy' interface for 'Bridgewater Nursing Home - Memory Care'. The navigation bar includes Dashboard, Dispatching Grid, Schedule, Resident, Trip Management, and Trip Statistics. The main area displays a dispatching grid for 'Vehicle 10' on '7/3/2021'. The grid shows a trip at 7:30 PM assigned to 'Powell, Arnold (R)'. A 'Pending Trips' sidebar on the right shows 'No Pending Trip Found'.

Facility staff can see which driver is assigned to each transport, when the driver goes enroute for pick-up, when the Resident goes “In Transit,” and when the Resident is dropped off at their Appointment.

The screenshot shows the 'Daily Schedule Management' section of the 'Dispatching Made Easy' interface. It includes an 'Export To Spreadsheet' button, sorting options (Ascending/Descending), and a 'View schedule for' dropdown set to '7/3/2021'. A 'Show Schedule' button is present. Below, a table displays trip details for 'Miller, Don' assigned to 'Powell, Arnold'. The table includes columns for Driver Out, Customer Name, Pickup Location, Notes for Driver, Return, Assist Pickup, Mileage, Driver Return, Drop Off Location, Enroute, In Transit, At Appointment, Needs, Assist Destination, and Est.Time.

Driver Out	Customer Name	Pickup Location	Notes for Driver	Return	Assist Pickup	Mileage		
Miller, Don	Powell, Arnold	159 Front Street, Binghamton, NY 13905	An aide will be traveling with Mr. Powell.	Yes	No	20.38		
Driver Return	Pickup Time	Drop Off Location	Enroute	In Transit	At Appointment	Needs	Assist Destination	Est.Time
	7:30 PM	120 Hill Avenue, Endicott, NY 13760	7:51 PM	7:52 PM	7:54 PM	WC	No	15 mins
	Contact Number							
	(607) 722-7225							

Facility staff will be notified when the Transportation Provider receives notification that the Resident is ready to be picked up and returned.

This screenshot is identical to the first one, showing the dispatching grid for 'Vehicle 10' on '7/3/2021' with a trip at 7:30 PM assigned to 'Powell, Arnold (R)'. The 'Pending Trips' sidebar on the right shows 'No Pending Trip Found'.

DISPATCHING MADE EASY – HOW TO CREATE FACILITY USER PROFILES

Added benefit of this unique functionality is the ability of a Facility to reference various statistics. Facilities can reference trips for individual Residents or total volume. Obviously, this can assist with billing in accordance with a Contract or Service Agreement.

The screenshot shows the 'Dispatching Made Easy' interface for 'Bridgewater Nursing Home - Memory Care'. The navigation bar includes: DASHBOARD, DISPATCHING GRID, SCHEDULE, RESIDENT, TRIP MANAGEMENT, and TRIP STATISTICS. The 'TRIP STATISTICS' section is active, displaying filters for 'Resident Last Name' (Powell, Arnold) and 'Total Trip Statistics' (Select). Both filters are set for the date '7/3/2021'. There are 'Show Trips' and 'Print' buttons for each filter. Below the filters is a table with the following data:

Time	Resident Name	Place of Pickup	Destination	Notes For Driver
7/3/2021 7:30:00 PM	Powell, Arnold	159 Front Street, Binghamton, NY 13905	120 Hill Avenue, Endicott, NY 13760	An aide will be traveling with Mr. Powell.

Similar to trips, a Facility can ONLY see statistics associated with their exclusive account and not that of other Facilities and customers.

The screenshot shows the 'Dispatching Made Easy' interface for 'Bridgewater Nursing Home - Memory Care'. The navigation bar is the same as in the previous screenshot. The 'TRIP STATISTICS' section is active, displaying filters for 'Resident Last Name' (Powell, Arnold) and 'Total Trip Statistics' (All Trips). Both filters are set for the date '7/3/2021'. There are 'Show Trips' and 'Print' buttons for each filter. Below the filters is a summary table with the following data:

Date	One-Way Ambulatory	One-Way Wheelchair	One-Way Stretcher	Total
07/03/2021	0	2	0	2
Total	0	2	0	2