


Random Notes & Route Genie Walkthroughs

1. Log out of Route Genie each night.
2. Trip Statuses: Un-Assigned 35841 (UA) Pre-Assigned 10196 (PA) Assigning 31987 (AG) Assigned 29703 (AS)
In Route 32529 (IR) Loaded 35648 (LO) No-Show 32529 (NS) Completed 7339 (CO) Canceled 34872 (CA)
3. The AM School start/drop off time listed in Route Genie is the actual time school starts unless stated otherwise on the referral. Route Genie will make pickup time suggestions to get the student to school (5) five minutes before the appointment time listed in Route Genie. If you need to pick up a student earlier to ensure an on time drop off you must notify ABH of the adjusted time.
4. Driver App, location is to be set to "Always On"
5. All trips must be statused by the end of the Transportation day for payment purposes
6. Upon accepting an assignment you must provide the scheduled AM pickup time you need

Please note the Route Genie Help Center can be accessed by clicking on the "circled question mark" on the top right side of the dispatch app. 

Route Genie Pre-Assign Modes instructions:

<https://isi-technology.atlassian.net/servicedesk/customer/portal/1/article/1121878101?src=1043710088>

Route Genie's steps to Assigning a Trip- (Same day)

<https://isi-technology.atlassian.net/servicedesk/customer/portal/1/article/892207151>

Route Genie's steps to re-ordering trips to avoid violations- (This method is for future trips) – This action is done through the Pre-Assign Modes tab using the pin icon to pull up the trips

<https://isi-technology.atlassian.net/servicedesk/customer/portal/1/article/1880719365?src=1457291771>

Route Genie's instructions on Working Through a No Show on the Dispatch App.

<https://isi-technology.atlassian.net/servicedesk/customer/portal/1/article/1168113666?src=1222705292>

Route Genie's instructions on Navigating Through the Driver App.

<https://isi-technology.atlassian.net/servicedesk/customer/portal/1/topic/31c3d738-bdf4-4dec-abdf-6e88cad42567/article/1069482314>

Route Genie's instructions on Accepting a Trip through the Driver App.

<https://isi-technology.atlassian.net/servicedesk/customer/portal/1/topic/31c3d738-bdf4-4dec-abdf-6e88cad42567/article/1063944653>

Route Genie's instructions on Completing a Trip through the Driver App.

<https://isi-technology.atlassian.net/servicedesk/customer/portal/1/topic/31c3d738-bdf4-4dec-abdf-6e88cad42567/article/1063977627>

Route Genie's instructions on Working Through a No Show on the Driver App.

<https://isi-technology.atlassian.net/servicedesk/customer/portal/1/topic/31c3d738-bdf4-4dec-abdf-6e88cad42567/article/1168211996>

Route Genie's instructions on Locating Trips in the Driver App.

<https://isi-technology.atlassian.net/servicedesk/customer/portal/1/topic/31c3d738-bdf4-4dec-abdf-6e88cad42567/article/1118961667>

Route Genie's instructions on Troubleshooting the Driver App.

<https://isi-technology.atlassian.net/servicedesk/customer/portal/1/article/1350696977?src=1973144315>