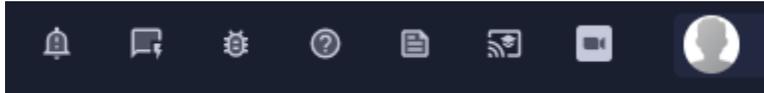


Helpful Instruction for Route Genie

Below you will find helpful tips guides that should provide assistance with your daily operations. Each aspect of Route Genie may not be covered in this guide, but the instructions listed below (and many others) are easily accessible through the dispatch application using the Route Genie Help Center function. The 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>

Pre-Assign Modes steps/checklist

1. Go to Scheduling
2. Click on Pre-Assign Modes
3. Click on Create New Pre-Assign
 - a. Name the Pre-Assign using your 3 letter designation and the date (e.g. ABC 7/12/23)
 - b. Select the Date Range (e.g. From: 7/12/23 00:00 To: 7/12/23 23:59) * Each pre-assignment can only be set for a 24 hr. period
 - c. Click on Create
4. Click on Add Vehicles
 - a. Add Vehicles and Drivers
 - b. “X” out of Screen
5. Scroll down to Individual trips
 - a. Click on vehicle blank box to add vehicles
6. Re-order the trips to the correct order you would like the trips completed in. *If you do not re-order you may end up with trips out of place on the driver app and will not be able to click through. You will also see violations (vios) in red explaining how late the trip will be in that particular order.
7. Click on Pre-Assign (blue button)
8. Save template (this step is optional)
9. Click on green check mark button
 - a. Click yes to optimize and close pre-assign
 - b. Click “Ok” on the box that states “Well Done”
10. Skip to send Pre-assign notification to driver
11. Repeat steps 1-10 to build up and maintain (at all times) a bank of (10) future transport days (e.g. 7/12, 7/13, 7/14, 7/17, 7/18, 7/19, 7/20, 7/21, 7/24,7/25)

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

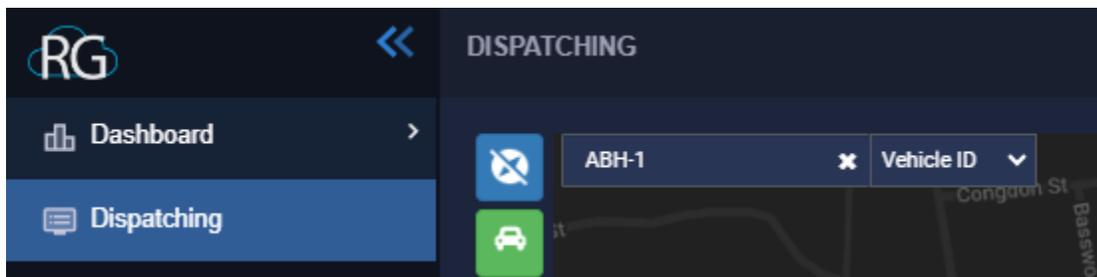
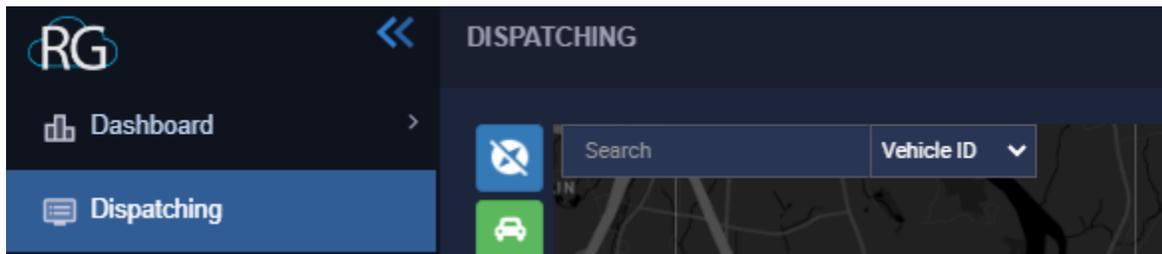
<https://isi-technology.atlassian.net/servicedesk/customer/portal/1/article/892207151>

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>

Re-ordering trips to accommodate scheduling changes, adjustments and correct violations- (This method is for same day use)

1. Go to Dispatching
2. In the upper left corner of the map (on the dispatching page) search for the vehicle in question
3. Click on the vehicle on the map (this will bring up a listing and the order of the trips)
4. Re-order the vehicles pickups and drop-offs as needed to allow your driver to click through the trips
5. Click apply to save the route adjustments

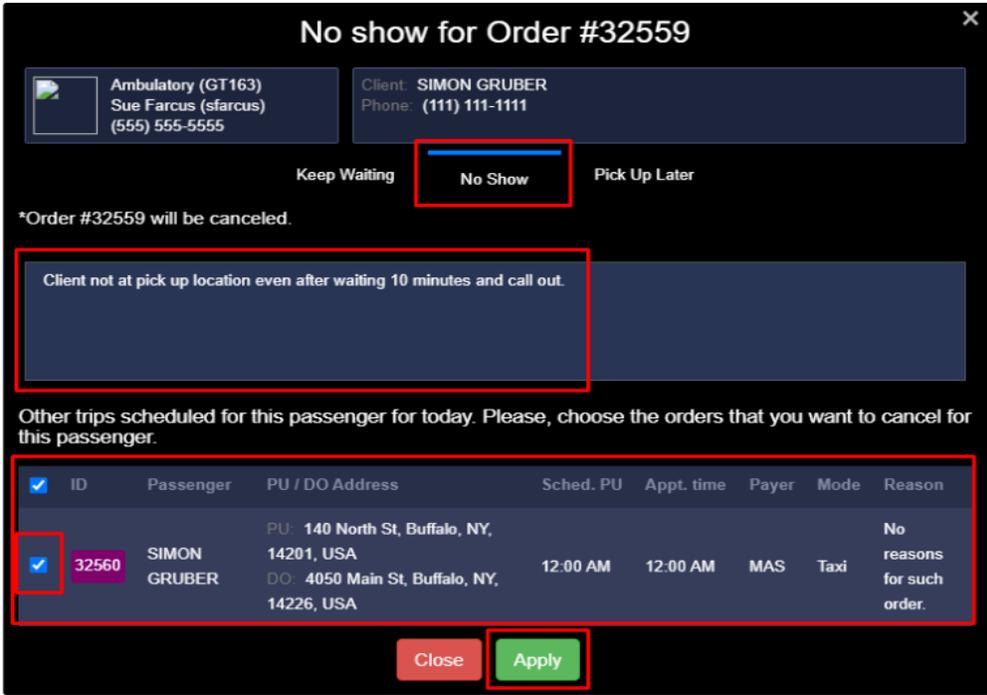


Route Genie's instructions on Working Through a No Show on the Dispatch App.

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

When a Driver arrives at the PU Address and the Student is a No Show, the Driver clicks "No Show" on the Driver app. On the Dispatch screen, this No Show Order/Trip will display at the top of the Order/Trip list on the Dispatch screen along with a "Red Person with an X" icon next to the Order/Trip

1. Click on the colored Order/Trip ID 
2. A dialog box will display referencing the trips order # called "No Show for order #..."
3. Select No Show when the order pop up appears
4. Add in any details you may have in the text field
5. **Do not** cancel the remaining trips for the day when prompted
6. Click "Apply"
7. Confirm the No show by clicking "Yes"
8. The Driver App. will display a message asking for the Driver to confirm "Got It" the No Show Order/Trip



No show for Order #32559

Ambulatory (GT163)
Sue Farcus (sfarcus)
(555) 555-5555

Client: SIMON GRUBER
Phone: (111) 111-1111

Keep Waiting **No Show** Pick Up Later

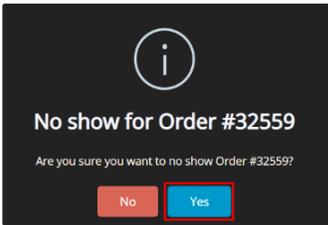
*Order #32559 will be canceled.

Client not at pick up location even after waiting 10 minutes and call out.

Other trips scheduled for this passenger for today. Please, choose the orders that you want to cancel for this passenger.

<input checked="" type="checkbox"/>	ID	Passenger	PU / DO Address	Sched. PU	Appt. time	Payer	Mode	Reason
<input checked="" type="checkbox"/>	32560	SIMON GRUBER	PU: 140 North St, Buffalo, NY, 14201, USA DO: 4050 Main St, Buffalo, NY, 14226, USA	12:00 AM	12:00 AM	MAS	Taxi	No reasons for such order.

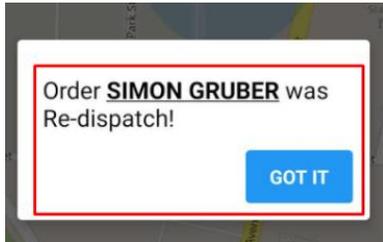
Close Apply



No show for Order #32559

Are you sure you want to no show Order #32559?

No Yes



Order **SIMON GRUBER** was Re-dispatch!

GOT IT

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>

Route Genie Dispatch and Driver App. training videos:

https://link.zixcentral.com/u/93971c6a/rBQW2AoV7hG6VS2oMi1kxg?u=https%3A%2F%2Froutegenie.zoom.us%2Frec%2Fshare%2FTvmHpnuItoktR2RZVSjDz5T5EuLhv6WsJ-60w50V436GlyjNNbqwyVoX6atWlQ42.rX1c3IjP2D1uc_oK

Passcode: P6GLt=zR

 [DriverApp_LiveTraining.mov](#)

SOOT 7/12/2023