

FROM MEMBERS TO FACILITIES: NOW ABLE TO MANAGE TRIPS

TripSpark's Passenger Portal lets members manage their transportation experience while alleviating call center volume.

Members have hands-on control over their trip planning, trip status, and personal profiles. Members or assigned individuals representing the member, called a delegate, can perform a variety of self-service tasks online, including the ability to see the precise location of their approaching vehicle on a map, request a will call, book or change future trip requests, - all without having to call your operations center. This provides them with a highly personalized experience, while reducing the workload of call center staff.

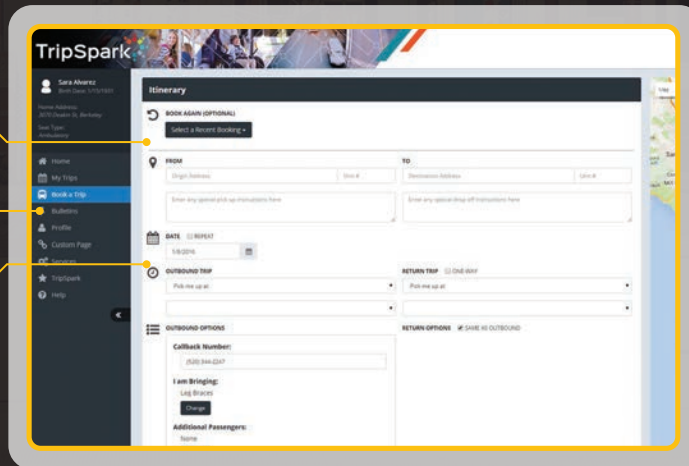
📍 MEMBERS WILL HAVE THE OPTIONS TO:

- View all upcoming and previously booked trips
- Allow designated delegates (family, funding agency, or medical facility) to book and manage trips on their behalf
- Use a screen reader to navigate the portal
- Book, review, confirm and cancel trips
- Automatically generate return trips
- Initiate a pickup request with a button press
- Review or edit their personal profiles
- Rate completed trips

Broadcast alerts or information.

Create recurring trips easily

Suggests previous or stored addresses



Trip Booking Page

BENEFITS

Improved Customer Service

- Provide valuable trip information and comprehensive self-service options without needing direct contact with your call center

Accessible 24 hours a day

- The system can email passengers confirmation of their scheduled trips to help eliminate call center volume
- Reduced calls allow call center staff to assist with complex requests or special needs
- Dispatchers can rely on information accuracy because there are fewer data entry points and less errors

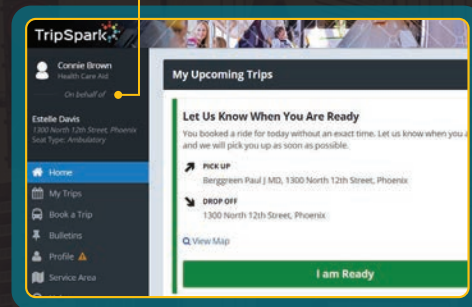
Eliminate processes

- Trip requests and changes are automatically update in NovusMED eliminating the need for staff interaction and double entry from fax requests
- Members and/or Delegates can update trip information in real-time thereby improving on time performance, reducing no shows and cancel at doors all positively contributing to cost efficiency

DELEGATES MODULE

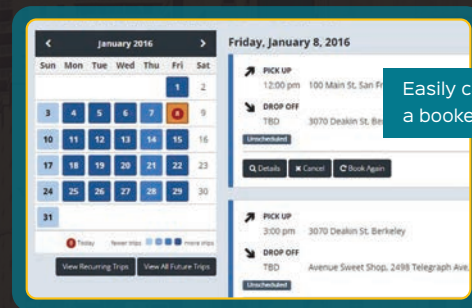
The Delegates Module allows people to act on behalf of the member. Family members, personal care givers, a facility acting on behalf of the member are examples of people who can be given the authority to manage trips on behalf of members. Based upon security and preferences, delegates are able to centrally manage trips for numerous clients, making it unnecessary to log into multiple accounts.

Medical facility staff can book trips on behalf of members

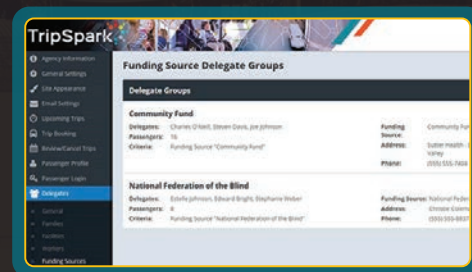


Main Dashboard

Simple view of all trips



View scheduled Trip Page



Delegates Module

MOVING >> << TOGETHER

TripSpark Technologies is a transportation technology company focused on helping NEMT and healthcare transportation providers increase service and access to transportation, drive revenue, and overcome operational challenges. We are not just a vendor—we are your long-term strategic partner, offering the latest technologies and providing exceptional support.

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