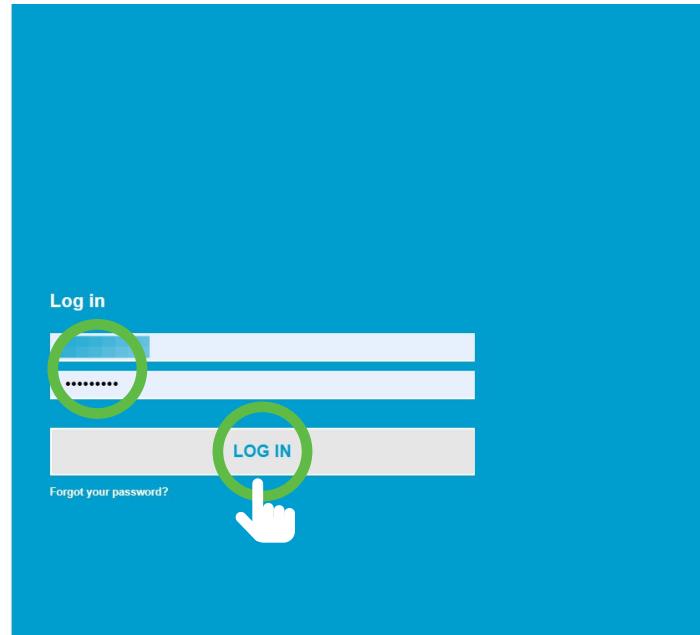


FACILITY PORTAL HOW-TO: LOG IN

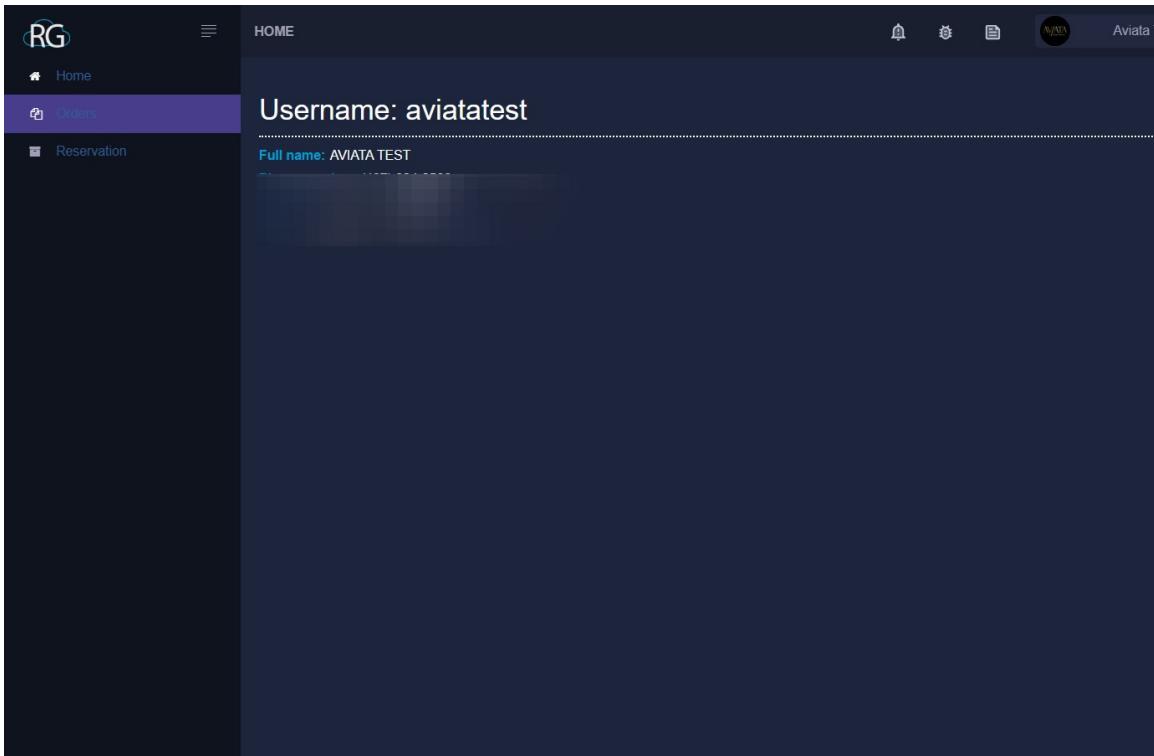
1

Enter username and password.



2

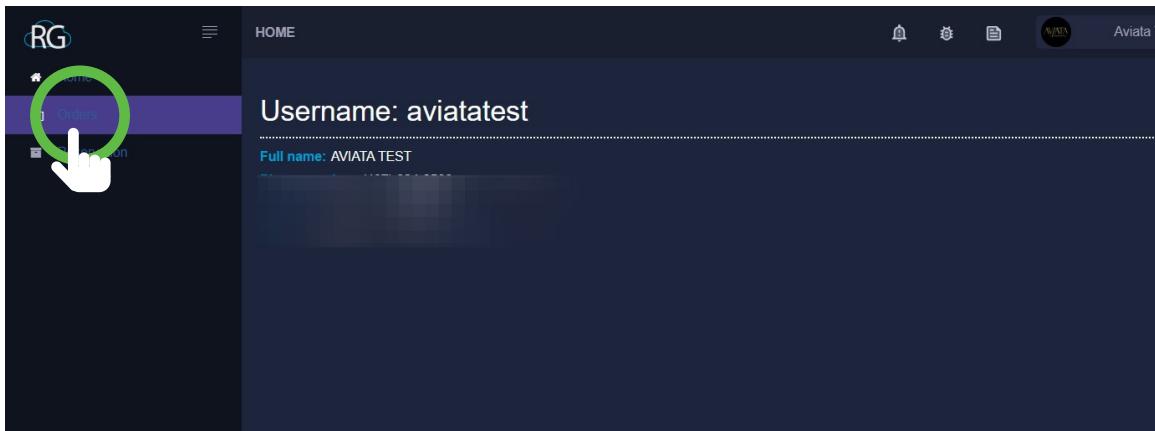
This will be the landing page.



FACILITY PORTAL HOW-TO: VIEW DAILY ORDERS

1

Click "Orders" on the left.



2

List of all orders scheduled for current day will be listed.

Each order will be color coded by status. See table below for definitions of various statuses.

Example:

Order ID	Date	Approx. PU	Approx. DO	Passenger	PU Address	DO Address	Account	Vehicle	Mode	Actions
67814 (CO)	12/02/2025	14:39	14:59				24		Bariatric Stretcher Hospital Discharge	
67829 (LO)	12/02/2025	15:10	15:19				3		Wheelchair Hospital Discharge	
67822 (IR)	12/02/2025	15:37	16:39				25	Stretcher		Cancel

This is a Completed Order (CO). The patient was loaded at approximately 1439 hours, and dropped off at approximately 1459 hours. The mode was Bariatric Stretcher Hospital Discharge and the Van was #24.

This is a Loaded Order (LO). The patient was loaded onto Van #3 at 1510 hours and the drop-off estimate is approximately 1519 hours.

It should be noted, the only absolute times are in Completed Orders and the Loaded Order pick-up time. All other times are Google estimates based on GPS data. It does not account for external delays (hospitals, malfunctions, sudden traffic etc.)

67097 (UA)
67645 (AS)
67655 (PA)
67725 (IR)
67724 (LO)
67646 (WC)
67344 (CO)
66360 (CA) RG
54815 (NS)

Yellow (UA): Order is confirmed but not yet assigned to a driver.

Blue (AS): Order has been assigned to a driver.

Brown (PA): Order has been "Pre-Assigned." Typically the night before when schedules are created.

Green (IR): Driver is "In Route."

Green (LO): Patient is "Loaded" and in transport.

Purple (WC): A return that is in "Will Call" status, when a return time has not been set.

Gray (CO): Order has been completed.

Red (CA): Order has been canceled.

Orange (NS): Patient was a "No Show."

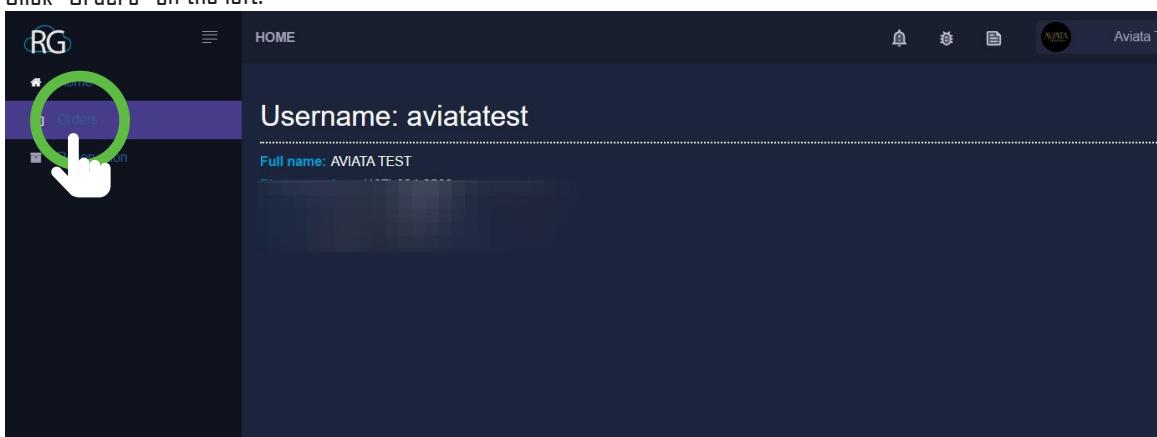
FACILITY PORTAL HOW-TO: ENTER AN ORDER

IMPORTANT REMINDERS:

1. All appointments must be requested with 12 hours notice.
2. At this time, editing and/or canceling orders is disabled.
3. To order transport within 12 hours, or to edit and/or cancel an existing order, please call our dispatch number at 352-888-0407.

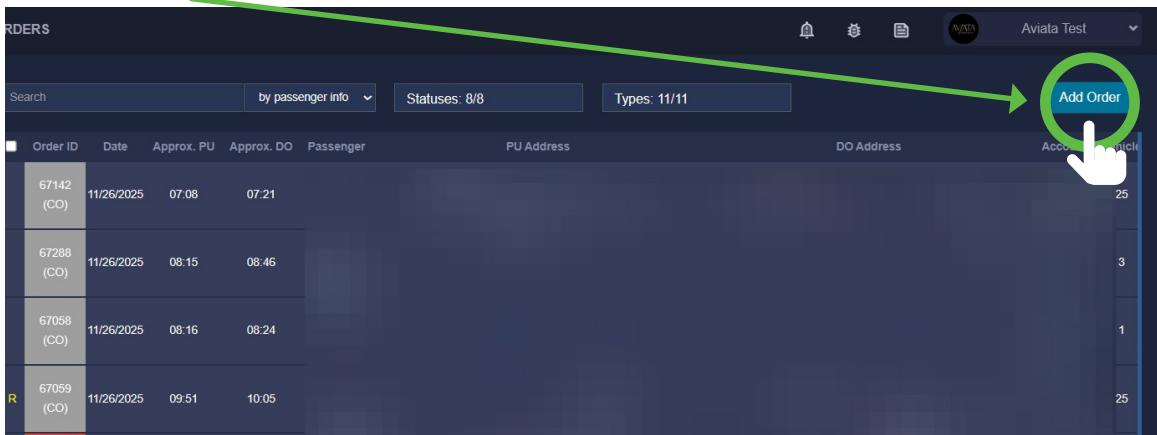
1

Click "Orders" on the left.



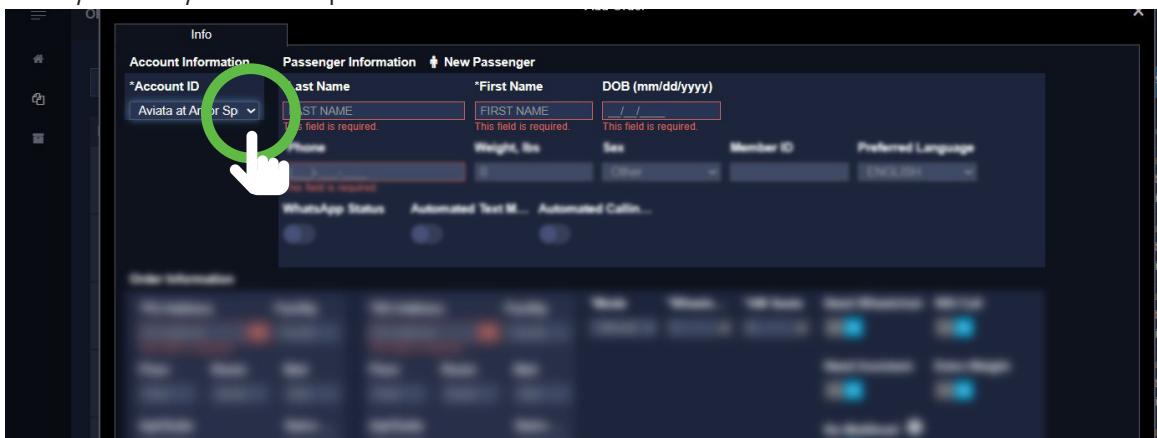
2

Click "Add Order."



3

Select your facility from the drop-down menu.



4

Enter all required information; name, DOB, phone number, and weight.

The screenshot shows the 'Add Order' interface. At the top, there are tabs for 'Info', 'Passenger Information', and 'New Passenger'. The 'Passenger Information' tab is active. Under 'Passenger Information', there are fields for 'Last Name' (with a note 'This field is required.'), 'First Name' (with a note 'This field is required.'), and 'DOB (mm/dd/yyyy)' (with a note 'This field is required.'). Below these, there are fields for 'Phone' (with a note 'This field is required.'), 'Weight, lbs' (with a note 'This field is required.'), 'Sex' (with options 'Male', 'Female', 'Other'), 'Member ID' (dropdown), and 'Preferred Language' (dropdown set to 'ENGLISH').

IF A SIMILAR NAME APPEARS IN A DROP DOWN, DO NOT CHOOSE THAT RECORD UNLESS ALL INFORMATION IS CORRECT; NAME, PHONE, DOB.



The screenshot shows the 'Passenger Information' section. The 'First Name' field contains 'JOHN'. Below it is a dropdown list with two entries: 'JOHN' (highlighted with a red circle) and 'JOHN DOE' (highlighted with a blue circle). Other fields in this section include 'Last Name' (containing 'DOE'), 'Phone' (containing '(123) 123-1234' and '(111) 111-1111'), and 'DOB (mm/dd/yyyy)' (containing '01/01/1950' and '01/01/1901'). The 'Member ID' and 'Preferred Language' fields are also visible.

5

Click the "PU Address" field. Enter pick-up address. Google validates each address. The validated address must be selected from the drop-down.

The screenshot shows the 'Order Information' section. The 'PU Address' field contains '1501 SE 24th Rd, Ocala, FL 34471, USA'. Below it is a dropdown menu with two entries: '1501 SE 24th Rd, Ocala, FL 34471, USA' and '441 Hwy 441 building 1800 suite 1832, The Villages, FL, USA'. The first entry is highlighted with a green circle. Other fields in this section include 'DO Address' (containing '1501 SE 24th Rd, Ocala, FL 34471, USA'), 'Mode' (set to 'Wheel'), 'Wheelchairs' (set to 1), 'AM Seats' (set to 0), 'Need Wheelchair' (set to Yes), 'Will Call' (set to Yes), 'Need Assistant' (set to Yes), 'Extra Weight' (set to No), and 'No Multiload' (set to No). Below this are fields for 'Pick Up Date', 'Pick Up Time', and 'Appointment Time'.

6

Click the "Room" field. Enter "room" number and/or "bed" at the pick-up facility.

The screenshot shows the 'Order Information' section. The 'PU Address' row has a 'Room' field. A hand cursor is clicking on this field. A dropdown menu is open, showing columns for 'Floor', 'Room', and 'Bed'. The 'Room' column is highlighted with a green circle. Other fields in this section include 'DO Address' (containing '1501 SE 24th Rd, Ocala, FL 34471, USA'), 'Mode' (set to 'Wheel'), 'Wheelchairs' (set to 1), 'AM Seats' (set to 0), 'Need Wheelchair' (set to Yes), 'Will Call' (set to Yes), 'Need Assistant' (set to Yes), 'Extra Weight' (set to No), and 'No Multiload' (set to No). Below this are fields for 'Pick Up Date', 'Pick Up Time', and 'Appointment Time'.

7

Click the "DO Address" field. Enter the Appointment Address and select the validated address from the drop-down.

8

Select the "Mode." The option for appointments will be "Wheelchair" or "Stretcher" or "Bariatric Wheelchair" or "Bariatric Stretcher." The other options are for new admissions. Bariatric mode is for patients **290+** pounds.

9

Choose the date of appointment.

10

ALL TIME IS 24-HOUR (MILITARY) TIME, i.e. 2pm = 14

A. Leave the **blue check** enabled under "Pick-up Time." It will be blue by default.

B. Enter "Pick-up Time."

- a. If appointment is local - set to one hour PRIOR to appointment time.
- b. If appointment is out-of-town, determine drive time and add 30 minutes.

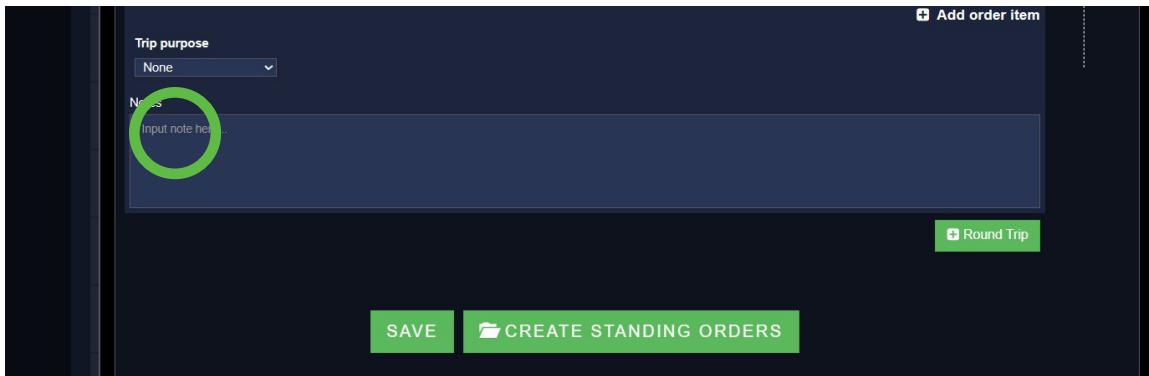
C. Enter "Appointment Time."

D. **MAKE SURE THE BLUE CHECK STAYS BLUE ON "PICK-UP TIME," AND GRAY ON "APPOINTMENT TIME."**

Use screenshot below for reference.

11

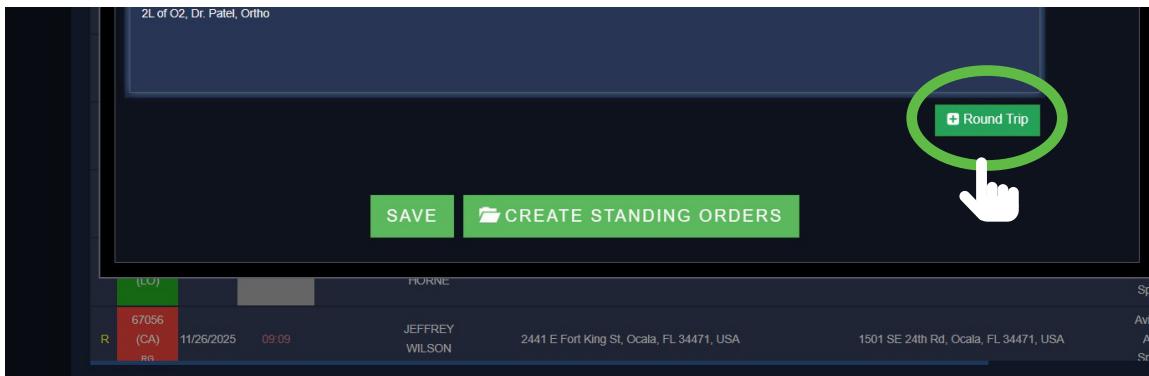
Enter appointment notes, i.e., liters of O2, escort attending, precautions, doctor's name, appointment type etc.



The screenshot shows a software interface for medical transport. At the top, there is a dropdown menu for 'Trip purpose' with 'None' selected. Below it is a text input field labeled 'Notes' with the placeholder 'Input note here'. A green circle highlights this input field. In the top right corner, there is a button labeled '+ Add order item'. In the bottom right corner, there is a green button labeled 'Round Trip'. At the bottom of the screen, there are two green buttons: 'SAVE' and 'CREATE STANDING ORDERS'.

12

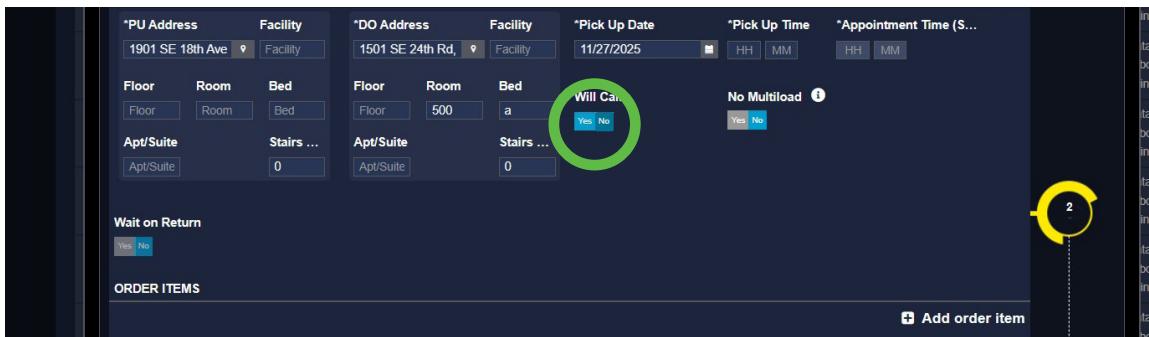
Click "Round Trip" for return trip, skip to Step 14 for one-way trip.



The screenshot shows the same software interface as the previous step. The 'Round Trip' button in the top right corner is highlighted with a green circle and a hand cursor pointing at it. The other elements, including the 'SAVE' and 'CREATE STANDING ORDERS' buttons at the bottom, are visible.

13

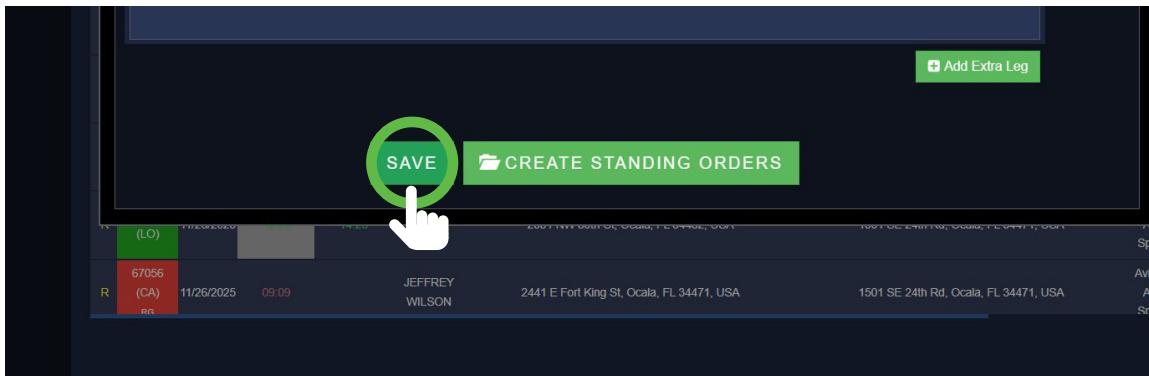
For round trips, "Will Call" is enabled by default. If a return time is known, slide "Will Call" to "No," and a pick-up time field will show.



The screenshot shows the software interface with the 'Will Call' toggle switch highlighted with a green circle. The switch is currently set to 'Yes'. To the right of the switch, there is a 'No Multiload' button with a question mark icon. A yellow circle with the number '2' is located in the bottom right corner of the interface.

14

Save the order. Shuttleliner dispatchers will be notified of the order. Once saved, it will move into "unassigned" status on the date of the appointment.

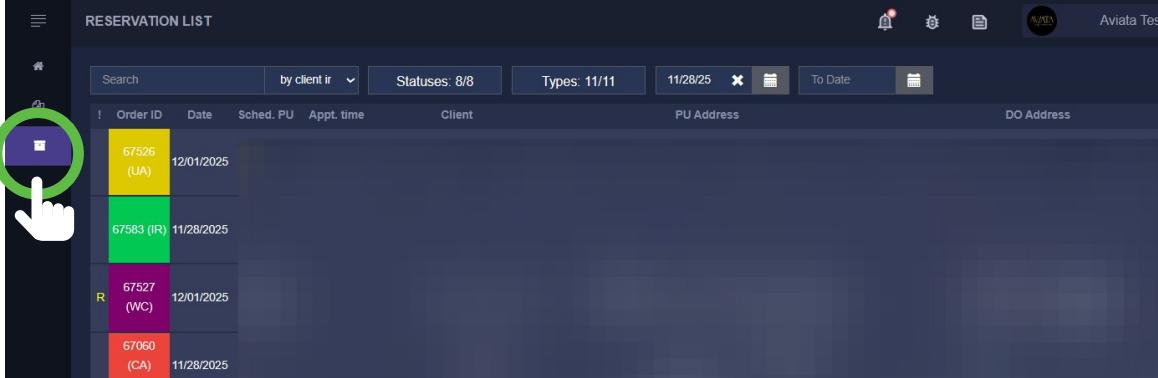


The screenshot shows the software interface with the 'SAVE' button highlighted with a green circle and a hand cursor pointing at it. The other buttons, including 'CREATE STANDING ORDERS', are visible at the bottom.

FACILITY PORTAL HOW-TO: SEARCH ORDERS

1

Click "Reservations" in the left panel.

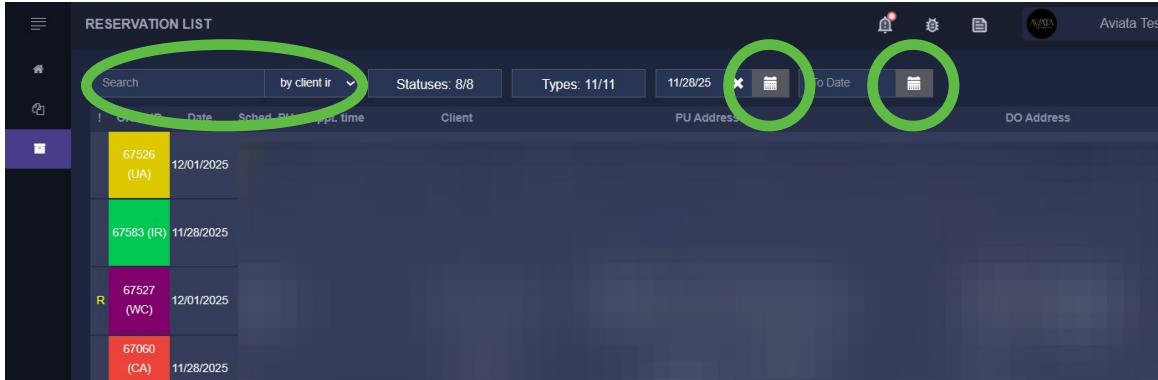


RESERVATION LIST

Order ID	Date	Sched. PU	Appt. time	Client	PU Address	DO Address
67526 (UA)	12/01/2025					
67583 (IR)	11/28/2025					
67527 (WC)	12/01/2025					
67060 (CA)	11/28/2025					

2

Choose search option and enter, for example, patient's name. Then choose date parameters.

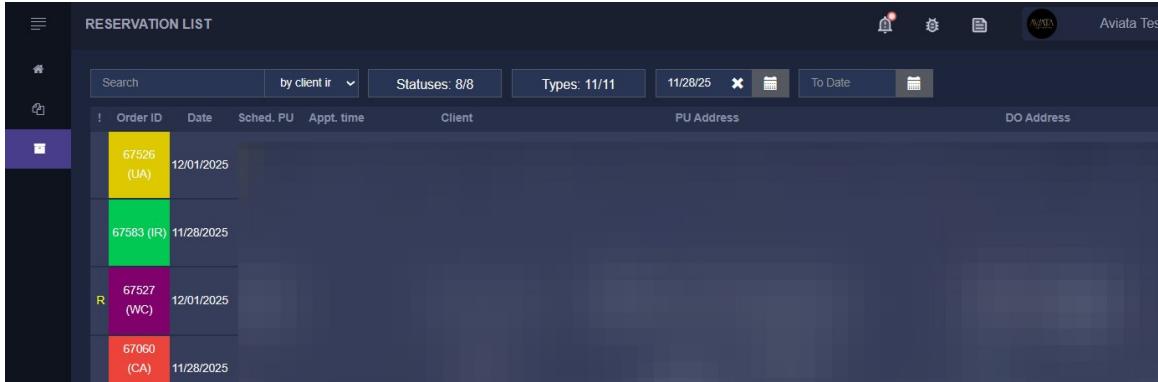


RESERVATION LIST

Order ID	Date	Sched. PU	Appt. time	Client	PU Address	DO Address
67526 (UA)	12/01/2025					
67583 (IR)	11/28/2025					
67527 (WC)	12/01/2025					
67060 (CA)	11/28/2025					

3

Click "Statuses" and a choose filter or leave blank and see all.

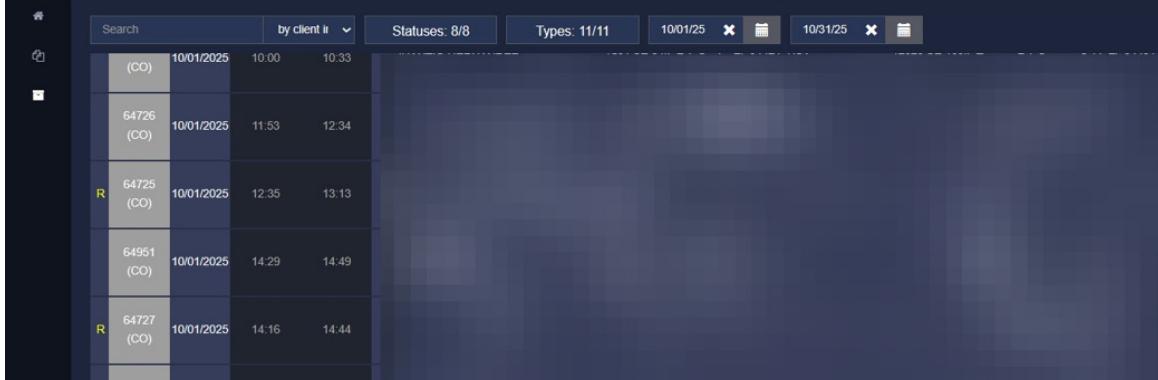


RESERVATION LIST

Order ID	Date	Sched. PU	Appt. time	Client	PU Address	DO Address
67526 (UA)	12/01/2025					
67583 (IR)	11/28/2025					
67527 (WC)	12/01/2025					
67060 (CA)	11/28/2025					

4

The below example are orders for the month of October that are filtered by "Completed."



RESERVATION LIST

Order ID	Date	Sched. PU	Appt. time	Client	PU Address	DO Address
(CO)	10/01/2025	10:00	10:33			
64726 (CO)	10/01/2025	11:53	12:34			
64725 (CO)	10/01/2025	12:35	13:13			
64951 (CO)	10/01/2025	14:29	14:49			
64727 (CO)	10/01/2025	14:16	14:44			