

Self-Service



The Self-Service add-on module is a web-based portal where riders have the ability to view and manage their personal transportation from the comfort of their home computer, 24 hours a day, seven days a week.

- ✓ Provide riders with the ability to book their own ride requests
- ✓ Provide riders with the ability to confirm and cancel their own trips
- ✓ Real-time updating of estimated pick-up time and scheduled vehicle
- ✓ Schedules automatically – no review required
- ✓ Reduce 'where's my ride' inquiries to the call center and schedule their own trips
- ✓ Monitor all Self Service activity through Ecolane DRT
- ✓ Logs all activity – cancellation and bookings
- ✓ Customized user permissions for individual clients
- ✓ Screen reader compatible
- ✓ Secure, encrypted data communication between Ecolane DRT and Self-Service website

Your Agency Maintains Full Control

Global Parameters

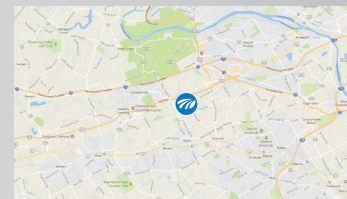
- Advanced booking limits
- Advanced cancel limits
- Allow trip booking
- Cancel cut-off in advance
- Pre-authorized user account

User Permissions

- Book trips:
 - All locations
 - Personal POIs only
- Locations approved for booking to and from
- Allowable funding sources
- Cancel trips (yes/no)



www.ecolane.com
info@ecolane.com



Map data: Google

Ecolane North America
940 W Valley Road, Suite 1400
Wayne, Pennsylvania 19087

(844) ECOLANE