

Get to know Al-powered Eligibility Application Scanning

What's new?

Eligibility Managers can now upload and scan rider applications to the Eligibility Manager - no manual data entry required!

The challenge: Most paratransit applications still arrive as physical documents. Your Eligibility Managers spend hours manually typing application data into systems - time that could be better spent on higher-value tasks like reviewing eligibility decisions or answering incoming customer questions.

The solution: Upload application files directly to Via's Eligibility Portal and it automatically extract and populate the data fields. Your team just reviews, confirms accuracy, and saves - dramatically reducing manual data entry time.

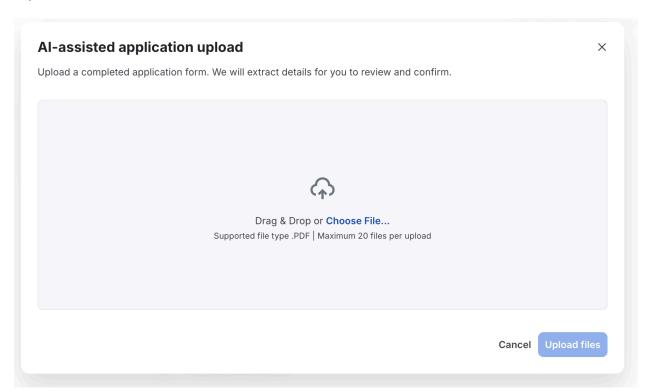
What's included:

- Single and bulk file uploads
- Al-assisted field extraction and mapping
- Existing rider detection and linking
- Draft application review workflow

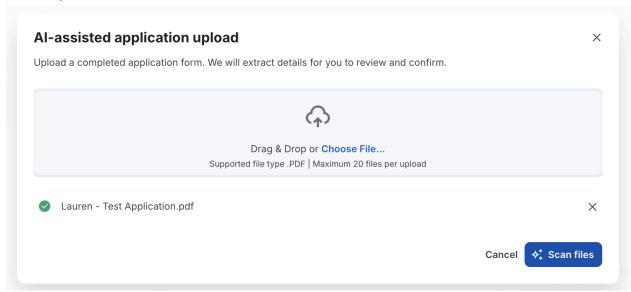
How it works:

1. Upload: Drag and drop PDF files of applications into the Eligibility Portal. Hint: we suggest creating the PDF files by taking a picture with your smartphone, or scanning using a scanner.



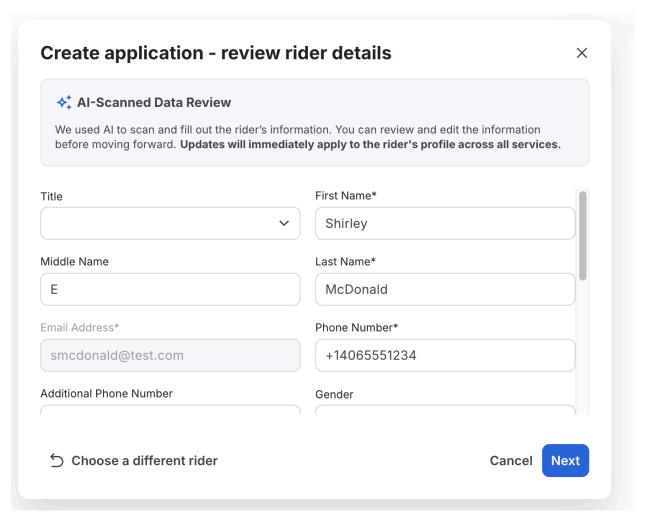


2. Scan: All automatically reads and extracts data from forms (even handwritten ones!). If an existing rider is detected, we will suggest linking the application to the existing rider to avoid duplicates.

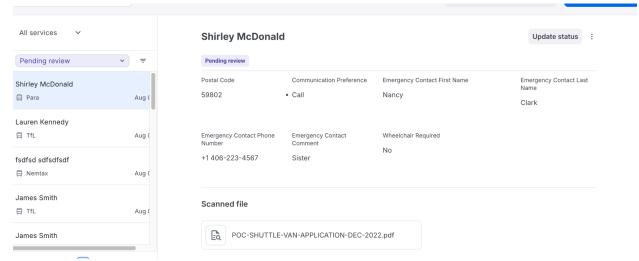


3. Review: Via shows you what was filled in automatically from the scan. You can review for accuracy and make edits if needed.





4. Confirm: Make any needed corrections and save - the original file stays attached to the application



5. Process: Continue with your normal eligibility review workflow



Keep in mind:

- Supported Languages: English, Spanish, and French
- You can upload and process up to 20 applications at a time
- Handwritten support: Works with both typed and handwritten applications

Next Steps

Our goal is to build software that meets your needs, so please share your feedback on this feature as you begin to use it. We'd love to hear your thoughts!