



Get to know *AI-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
- AI-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.



AI-assisted application upload

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Upload a completed application form. We will extract details for you to review and confirm.



Drag & Drop or [Choose File...](#)
Supported file type .PDF | Maximum 20 files per upload


Cancel Upload files

2. Scan: AI 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.

AI-assisted application upload

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Upload a completed application form. We will extract details for you to review and confirm.



Drag & Drop or [Choose File...](#)
Supported file type .PDF | Maximum 20 files per upload

✓ Lauren - Test Application.pdf ×

Cancel ✦ Scan files

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



Create application - review rider details

✦✦

AI-Scanned Data Review

We used AI to scan and fill out the rider's information. You can review and edit the information before moving forward. **Updates will immediately apply to the rider's profile across all services.**

Title

First Name*

Shirley

Middle Name

E

Last Name*

McDonald

Email Address*

smcdonald@test.com

Phone Number*

+14065551234

Additional Phone Number

Gender

↶ Choose a different rider

Cancel

Next

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

All services

Pending review

Shirley McDonald

Para

Aug C

Lauren Kennedy

TfL

Aug C

fsdfsdf

Nemtax

Aug C

James Smith

TfL

Aug C

James Smith

Shirley McDonald

Update status

Pending review

Postal Code	Communication Preference	Emergency Contact First Name	Emergency Contact Last Name
59802	• Call	Nancy	Clark
Emergency Contact Phone Number	Emergency Contact Comment	Wheelchair Required	
+1 406-223-4567	Sister	No	

Scanned file

POC-SHUTTLE-VAN-APPLICATION-DEC-2022.pdf

- 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!