



GET MORE TRIPS. DAILY!

Welcome to Arro! We're here to help you win back your business. Arro sends e-hail requests from passengers' phones straight to your driver screen. Arro is free to use, no installation required. If you see "e-hail enabled" on your driver screen you're ready to accept Arro trips! The more e-hails you accept, the more you will get!

- ✓ **Free to Use**
- ✓ **Uses Current In-Vehicle Equipment**
- ✓ **Easy to Use**

Frequently Asked Questions (FAQ)

What do I need to do to receive trip offers from Arro?

You don't need to do anything.

You will get trips using your current in-vehicle equipment.

Will I have to drive far when I accept an e-hail?

No! Arro will only send you trips if you are nearby.

Usually you will only be a short distance away.

How will I be paid for trips done with Arro?

You will be paid the same way you currently get paid for credit card trips.

Payment is automatic at the end of the trip.

What if I need to get in contact with the passenger?

If you need to get in contact with a passenger you can use the call out function. You will be given a conference bridge number to dial which will connect you directly to your passenger.

What happens if the passenger does not show up?

Wait at least 5 minutes and then press the "no show" button

Do I need a signed receipt for Arro trips?

No, you do not need a signed receipt.

What happens if the passenger cancels or the card on file is invalid?

You will receive a message on the MDT telling you that the passenger must pay cash or credit at the end of the trip.

To register with Arro please go to www.goarro.com/drivers
Questions, concerns, comments? Contact us at DriverSupport@GoArro.com



E-HAIL DRIVER GUIDE (617 TAXI)

A passenger uses Arro on their phone to e-hail a taxi.
E-hails will only be sent to you if you are close and available.

1) PRESS 'ACCEPT' (F2) IF YOU WANT THE E-HAIL

If you're the first to accept, you'll see the passenger's:

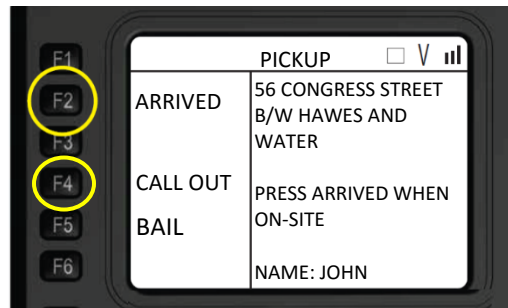
- Name
- Pickup Location

The passenger will be told you're on your way to pick them up.



2) PRESS 'ARRIVED' (F2) WHEN YOU'RE AT THE PICKUP LOCATION

If you need to contact the passenger, use the 'CALL OUT' feature (F4).



3) ASK THE PERSON "WHAT'S YOUR NAME?"

Make sure you are picking up the correct passenger.



4) WHEN THE PASSENGER IS IN YOUR CAR, PRESS 'ON BOARD' (F2)

Only press 'NO SHOW' (F5) after 5 minutes if the passenger is not at the location.



5) START THE METER AND GO!

When the trip is over, the fare is processed automatically via credit card.

