

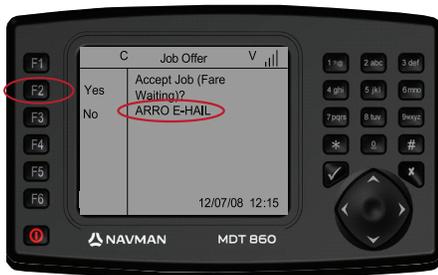
## Your Driving Experience Transformed



Passengers use the ARRO application on their mobile phone to e-hail a taxi.

E-hails will only be sent to you if you are close and available, Arro does not use zones.

1. ARRO E-HAIL OFFERS WILL APPEAR ON YOUR MDT. PRESS 'YES' (F2) IF YOU WANT TO ACCEPT THE E-HAIL



The passenger will be told you're on your way to pick them up. (If you are using the Arro Driver Companion App, please see the Arro Driver Companion App Guide)

2. IF YOU'RE THE FIRST TO ACCEPT, YOU'LL SEE THE PASSENGER'S DETAILS:



- Pickup Address and Cross-Street
- First Name

3. AS YOU APPROACH THE PICKUP LOCATION THE PASSENGER WILL BE AUTOMATICALLY NOTIFIED THAT YOU ARE WAITING FOR THEM.



If you need to contact the passenger, you can use the call out function.

4. ASK THE PERSON: "WHAT'S YOUR NAME?"



Make Sure you are picking up the correct passenger

5. WHEN YOUR PASSENGER IS IN THE CAR, START THE METER AND GO!



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

## Frequently Asked Questions (FAQ)

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

*You do not 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.*

### 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 3 minutes and then press 'No Show'.*

### Do I need a signed receipt for Arro trips?

*No, you do not need a signed receipt.*

### What happens if the passenger cancels while in trip 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](http://www.goarro.com/drivers)  
 Questions, concerns, comments? Contact us at  
[DriverSupport@GoArro.com](mailto:DriverSupport@GoArro.com)



GET MORE TRIPS. DAILY!

## CALL OUT GUIDE

The “Call Out” feature is meant to help you and the passenger communicate with each other if necessary during the course of your Arro e-hail trips.

The “Call Out” feature will give you the contact information necessary for you to call the passenger directly using an anonymous phone number.

1. If you need to contact the passenger for any reason you can use the “Call Out” function on your MDT.

- Go to the “In Route” section of your MDT and select “Call Out”



2. Once you press “Call Out” you will see the following message appear on your MDT.

-Using your personal phone, you will dial the phone number shown on the MDT  
-You will then be immediately prompted to enter your 4 digit pin ID



3. Once the call is made and the correct information is entered, you will be anonymously connected with the passenger.

## Frequently Asked Questions (FAQ)

### Will my information be visible to the passenger?

*No, the call will be anonymous so neither you nor the passenger will see each others actual information.*

### What happens if the passenger needs to call me?

*If the passenger needs to call you they can request a call from the app. If they request a call you will see the same message box pop up on your MDT as if you requested the call. You will follow the same steps as shown on the guide.*

### Should I use Voice Request on Arro trips?

*No, you should only use the Call Out function to contact passengers while on Arro trips. Voice request should only be used for normal dispatch trips.*

### What happens if the Call Out information disappears from my screen before I can call?

*You should go to your inbox and you will be able to find the Call Out information.*

To register with Arro please go to  
[www.goarro.com/drivers](http://www.goarro.com/drivers)

Questions, concerns, comments? Contact us at  
[DriverSupport@GoArro.com](mailto:DriverSupport@GoArro.com)