

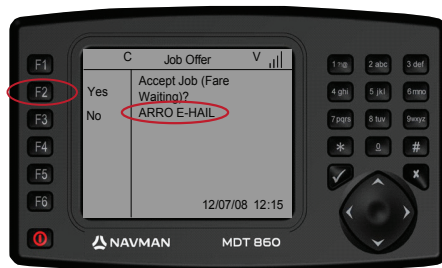
Your Driving Experience Transformed



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.

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



When you accept an Arro trip offer, the pickup information will display on your terminal in the same way as a dispatch trip.

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



- Pickup Address and Cross-Street
- First Name

3. AS YOU APPROACH THE PICKUP LOCATION THE PASSANGER 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?"

You want to politely ask the person's name to 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. You will see "payment authorized" on your terminal confirming that payment has been made successfully.

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. You will see a "payment authorized" screen confirming that the credit card has been processed.

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.

Will I still receive tips?

Yes, the customer enters a tip amount in the app and it is automatically included in your payment.

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

Questions, concerns, comments? Contact us at
DriverSupport@GoArro.com

GoArro.com