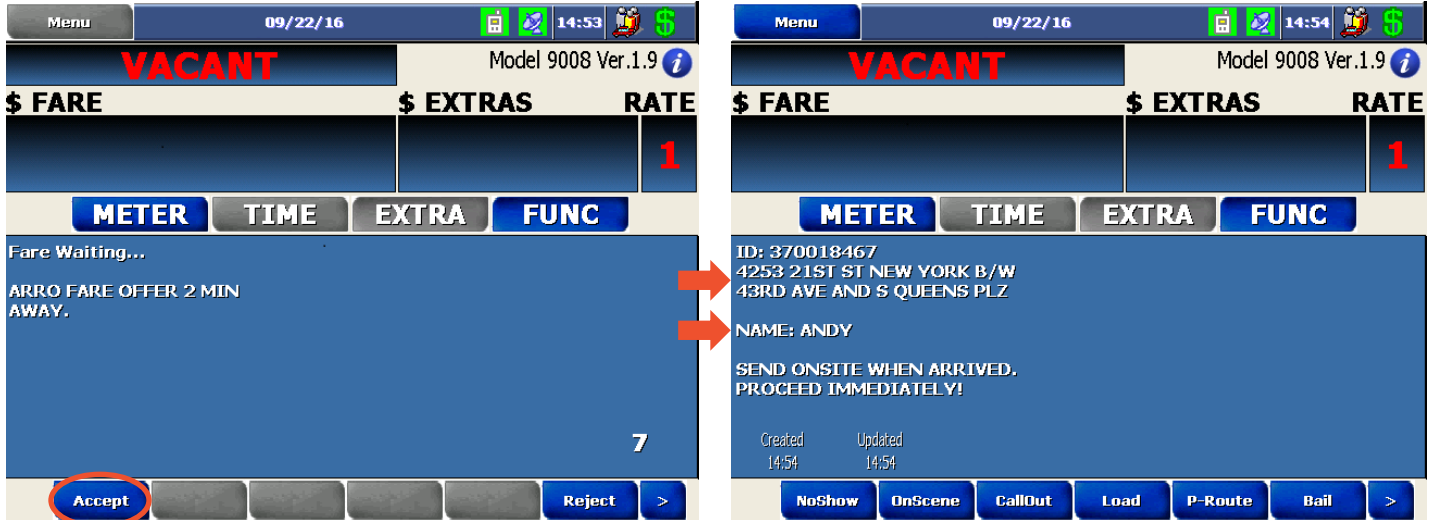


# ARRO DRIVER GUIDE

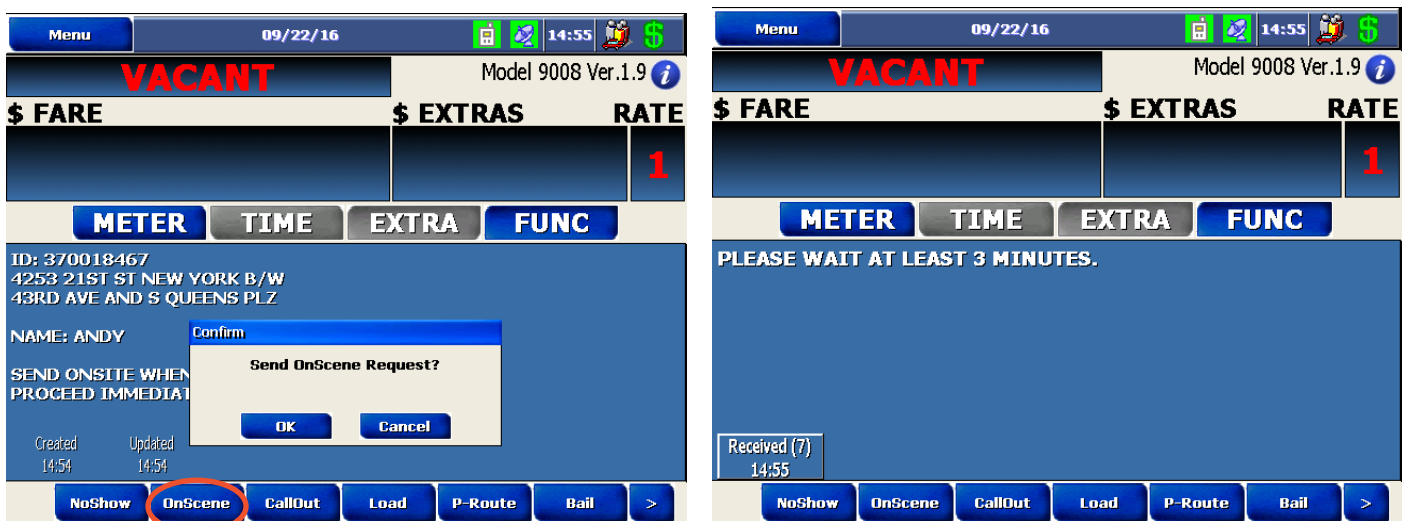
## YOUR DRIVING EXPERIENCE TRANSFORMED

- 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) PRESS 'ACCEPT' IF YOU WANT THE E-HAIL

- You will see the passenger's:
  - Name
  - Pickup Location
- The passenger will be told you're on your way to pick them up



### 2) PRESS 'ON SCENE' WHEN YOU ARE AT THE PICKUP LOCATION

- This lets the passenger know that you are there

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

- Make sure you are picking up the correct passenger

Get To Arro Pickups Faster - Download the Arro Driver App on your phone

Reach out to us at [driversupport@goarro.com](mailto:driversupport@goarro.com) or visit our driver website at [goarro.com/drivers](http://goarro.com/drivers)

# ARRO DRIVER GUIDE

Menu 09/22/16 15:00 \$

**VACANT** Model 9008 Ver.1.9

\$ FARE \$ EXTRAS RATE

**1**

**METER TIME EXTRA FUNC**

**Card Approved!**  
22/09/16 15:00  
Arro:  
Auth: \*\*\*\*\*, Seq #: 370018467

Amount : \$ 3.60

Received 15:00

Print Exit

Book Stand Rank Flag City CanMsg >

#### 4) START THE METER AND GO

- When the trip is over, the fare is processed automatically via credit card
- Press exit and you are ready to accept your next Arro e-hail

Menu 09/22/16 15:02 \$

**VACANT** Model 9008 Ver.1.9

\$ FARE \$ EXTRAS RATE

**1**

**METER TIME EXTRA FUNC**

**YOU CAN NOW CALL Andy ON YOUR MOBILE PHONE. CALL NUMBER: (917) 809-7495 PIN CODE: 2551**

Received (9) 15:02

NoShow OnScene **CallOut** Load P-Route Bail >

- If you need to contact the passenger for any reason you can use the "Call Out" function on your screen**
  - Once you press "Call Out" you will see the above message appear on your screen
  - Using your personal phone, you will dial the phone number shown on the screen
    - You will then be immediately prompted to enter the 4 digit PIN Code
- Once the call is made and the correct information is entered, you will be anonymously connected with the passenger

## ARRO DRIVER 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 driver 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 by the fleet
- 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 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 while in trip?
  - You will receive a message on the MDT telling you that the passenger must pay in cash or credit at the end of the trip.