



# 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**

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## 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](http://www.goarro.com/drivers)  
Questions, concerns, comments? Contact us at [DriverSupport@GoArro.com](mailto:DriverSupport@GoArro.com)



# E-HAIL DRIVER GUIDE (Metro Cab)

A passenger uses Arro on their phone to e-hail a taxi.

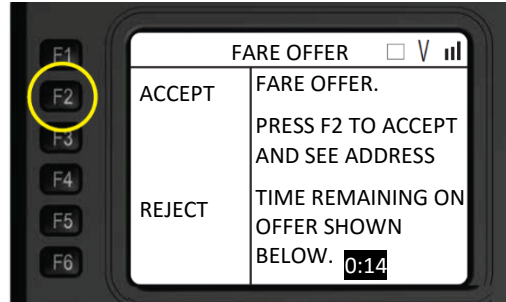
E-hails will only be sent to you if you are close and available.

## 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.

