4- Driver Login

**Step 1** - Tap the “START” button to enter the Driver ID and Password

**Step 2** - Tap the DRIVER NUMBER to enter DRIVER NUMBER

**Step 3** - Tap the DRIVER PIN: & enter the correct PIN number

**Step 4** - Tap ok Button to Log in
5- Driver Login

After entering the Drive ID and PIN the following messages will appear.

Wait for the Icons to the Bottom Right of the screen to turn Green

You do not need to do anything at this stage.
6- Driver Login

Enter your cell phone number to receive E-Hail Jobs, then select the “OK” button to submit number.

If you do not wish to receive any e-Hail jobs, then tap on “SKIP” button.

You will now be sent a text message to reply with the Code on your tablet.

Once you have replied with the code, you will receive e-Hail jobs soon as jobs are requested.
8- Driver Login

Temporary Log in

In the event of network service failure, you will get a message pop up. You will only be able to process 5 Credit Card transactions and only Cash after that. Your have a maximum of 48 hours to regain Network service before you are blocked from Hiring the Meter.

Stored Forwards

When you process a Credit Card transaction during network loss, you can see that your transactions are SFTD.

There will be a count down of remaining Credit Card transactions you can process.

Your can see that your Network Status is yellow, meaning that you do not have proper Network service.
9- Driver Login

These are the **Server** and **GPS** icon at the bottom right corner of tablet. The icon color indicate the status of each service. The icons will turn **Green color** once proper connection established.

- **This is the GPS signal icon.**
- **In the event of gps signal loss, this icon will change color to RED.** You will not be able to receive Automatic dispatch trips. Only Manually Dispatched trips will be available.
- **Once you have recovered gps signal or moved to a location that has clear gps signal, you will be able to receive dispatch trip.**

- Reboot your tablet to recover app services
10- Meter Hire

Now Select the number of Passengers for the trip

You can also cancel the selection by tapping on the “X” button

Tap the Green “PRESS TO HIRE” Button to hire the meter
11- Meter Rates

Now Select the applicable Rate for the trip.

**Rate 1** = $3.00 + Fuel Surcharge $1.00 will automatically be added to all fares.

**Rate 8** = Flat Rate + Surcharge $1.00 – this is an open option for you to enter fare amount as applicable.

You can also cancel the selection by tapping on the “X” button.
12- Meter Rates

Select [Rate 1]

Rate 1 = $3.00 + Fuel Surcharge $1.00
13- Meter Rates

Selecting [Rate 8]

Rate 8 = Flat Rate + Surcharge $1.00 – this is an open option for you to enter fare amount as applicable.

Use the number pad to enter among then select “OK”.

Selecting [Rate 8]

Passenger will be prompted to confirm Fare amount in the Marquee unit and must select “Yes” to start the meter.
After you hire the meter the following information will appear.

Tap near the “EXTRAS” area to add Extra amount.

Tap on “Clear Extras” to remove all Extras added.

You can also tap on the “Extras $” area to add extras.

Tap on the “TOLLS” button to add tolls amount.
After you enter the tolls amount tap on the "OK" button to apply.

Tap on the "TOLLS" button to add Tolls amount.

You can also add any Toll amount with the "MANUAL" button.

To clear the tolls tap on button "CLEAR TOLLS".

After you enter the tolls amount tap on the "OK" button to apply.

The following toll and amount has been added:
To your fare:
TOLL $4.00

If you think this is an error, notify your driver immediately.

The following toll and amount has been added:
To your fare:
TOLL $4.00

If you think this is an error, notify your driver immediately.
16- Payment Mode

Tap on “TIME OFF” button to time off meter

Tap on “PAY” button once the trip have ended and ready to process payment.

Tap on “Time On” button to turn meter timer back on.
17- Payment Mode

If Passenger select payment method “Cash” or “Credit”, you will be notified in Dash app.

If Passenger selects “Cash” payment method, then “eReceipt” button will be presented and “Back” button to change payment method to “Credit Card”.

Fare: $3.00  
 extras: $0.00  
 Fuel Surcharge: $1.00

Curb Mobility, LLC | Model: VTS-100 | Ver. 1.17.37.3N | NTEPCC 11-053-PA1

Cash: $4.00 Credit: $4.00

If Passenger select payment method “Cash” or “Credit”, you will be notified in Dash app.

Fare: $2.00  
 Fuel Surcharge: $1.00

TOTAL: $4.30

eReceipt by Curb  
Back

Curb Mobility, LLC | Model: VTS-100 | Ver. 1.17.27.3N | NTEPCC 11-053-PA1

If Passenger selects “Cash” payment method, then “eReceipt” button will be presented and “Back” button to change payment method to “Credit Card”.

www.gocurb.com
18- Payment Mode

If Passenger selects “Credit” payment method, then will follow to “Next” button to select Tip amount or “Back” button to change payment method to “Credit Card”. 
19- Payment Mode

Please select your tip preference or enter in the keypad below:

15%
20%
25%
Other

Passenger can select the predetermined amounts or select “Other” button to apply a specific amount of tips.
19- Payment Mode

Passenger can select the "Next" button to process credit card transaction to pay for the trip.

Fare: $3.00
Fuel Surcharge: $1.00
Tip: $5.00
TOTAL: $9.00

Please insert / swipe / tap Your card now.
20- Payment Mode

Once credit card transaction is confirmed you will see **authorization number** on Tablet. Your screen will clear and go back to Vacant mode.

Passenger can now **Insert / Swipe / Tap** credit card to process credit card transaction.
21- Payment Mode

Passenger can **Swipe** Credit Card here

Passenger can **Tap** Contactless Credit Card on the payment screen.

Passenger can **Insert** Chip + PIN Credit Card here

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Enter your mobile number and press Submit to receive a signup link via SMS.

Every time you pay with the same card, the receipt will automatically be sent to your email. Prefer to pay with cash? Enter your linked phone number to get your emailed receipt.
22- eReceipts

After clicking on the Downloading the pdf eReceipt, then the full details can be viewed on the mobile phone or computer.

Passenger will receive a text link to download the eReceipt after submitting phone number in Marquee.
If passenger wants to pay with Curb Mobile app instead of physical card, during the ride the passenger must pair the Code from Marquee to the Curb Mobile app.

At the end of the trip, the payment will automatically be processed as “MPAY” = Mobile Payment.

If network is down, Marquee will ask the passenger to pay with Cash or Credit Card.

Wait for the approval code and receipt to automatically process.

If you do not receive an approval code or you received a “declined” message, you have not been paid.

- Request another form of payment from the rider in taxi.
23- Mobile App Pair & Pay

Allow Passenger to select payment method “Cash” or “Credit”. You will not be able to clear meter until 10 seconds count down.

If Passenger does not select any payment method, then you can clear you screen by tapping on “CLEAR TRIP” button once the count down of 10 seconds is completed.

Marquee will automatically clear screen after passenger have completed processing payment or will clear after you clear in Tablet in one minute.
24- Trip History

If you wish to see your trip history tap on “TRIP HISTORY” button

You can scroll and select individual trips to view with details.
25- Trip History

You can select individual trips to see full details.

Tap on “Back” button to exit transaction detail menu.

Tap on “EXIT” button to exit trip history.
26- Messages

Tap on “Messages” button to see messages received.

- You can select the messages here.
- You will also see message pop up when initially receiving them from Dispatch.
27- Curb Driver app + Training

- The home screen will have the **Curb Driver** App button located on the bottom left.
- Tap the Curb button to go to the Driver App.
- You will be able to see your account specific information at the bottom of the screen.
28- Curb Trip offer stages

1) Get Offer & Accept

2) Arrived

3) Rider in Cab

4) Trip Complete
The flat fare offer is displayed along with a pickup and drop off address.

Flat fares are calculated based on distance and time from the drop-off and pick-up locations based on meter rates.

Drivers will be able to see how far they are from the pick-up location based on distance and time.

Tap on “ACCEPT OFFER” if you wish to accept the trip or you can Tap on “Decline” button if you do not wish to take the Job.

You have 30 seconds to accept the offer.

Pickup time will say “Now” for immediate pickup or the scheduled time the passenger has requested.
30- assigned ride screen: Trip Info

- After accepting the offer, you will see the assigned ride screen if the trip has been assigned to you.
- On the assigned ride screen you will see the passenger name and phone number.

- Press “Navigate” to get directions to the pickup address. The app will move to the mapping app “Google Map” on your device.

- Tap on “ARRIVED” button once you have arrived at pick up location.

- Tap on the floating meter to get back to Main meter screen. You can also access Curb Driver app by tapping on the “go to Curb Driver” logo.
• If you have issues, call the “Help” number below and give the agent the Ride ID or other info they request.

• Tap “Arrived” when you are on site to notify the passenger. Do not tap “Arrived” until you are at the pickup address.

Tap on “Confirm” button once you the passenger confirm his or her name based on the passenger name you see for this trip.

If passenger is not the same person for the trip then you can tap on “Wrong Rider” button to cancel trip.
31- Flat Fare Offer

- Tap on "Rider in Cab" once Passenger is in Cab.

Now select the **number of Passengers** and select "Rate 1" to start meter.

After selecting "Rate 1" the meter will start. The fare amount will display "Curb" and at the end of the trip you will see the total fare amount.

Tap on "Trip Complete" once you have reached destination.
32- Curb Drive app trip offers

• Payment in Marquee will automatically be processed & the Tablet will display the Trip Summary information.

• You will also receive Metered Fare Trips in Cur Driver app.
• Follow the same procedure to process the Trip.
• The meter will display the Fare amount same as Street hire.
33- Logging out

Select “Log Off” button to end your shift.

Select “ok” button to confirm logout.
34- Protect Your Data

Curb or Curb representatives will NEVER:

- Ask you for your Curb password
- Ask you for your banking information (except for the initial sign up)
- Ask you for your Social Security Number (except for the initial sign up)
35- Curb Support Information

**Payment & Deposit**
cs@gocurb.com

**Trip Related Support**
driver_support@gocurb.com

**Technical Support**
See Earl at District Cab:
3399 Benning road, Washington DC.

**Business Hours:** Mon to Fri – ( 9am to 4pm )