



## VEYORIDE ON-DEMAND IDP APP MANUAL

Information provided in this manual is subject to change. To ensure you are reviewing the most current version of the manual, visit **[support.Veyo.com](https://support.veyo.com)**.

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## OVERVIEW

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Thank you for choosing to drive with VeyoRide!

As a VeyoRide Independent Driver-Provider (IDP), you will help make non-emergency medical transportation more accessible for those who need it.

The VeyoRide app is used to keep your credentialing documents updated, accept and complete trips, and review your trip history. Below is a guide to the VeyoRide App.

Please read this carefully and if you have any questions, please email [support@Veyo.com](mailto:support@Veyo.com).

## IMPORTANT CONTACT INFORMATION

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There are many resources available to you as a VeyoRide IDP. You will primarily be working with Driver Support and Veyo Support.

**Driver Support** is a 24/7 in-person team that can be reached. Region specific Driver Support contact information is displayed above. Driver Support should only be contacted in the following situations:

1. If you have **any type of accident**. See specific information in the “**Emergencies**” section of this manual for guidelines related to accidents.
2. If you have **any urgent /immediate trip issues**, for example, the passenger is requesting a change in address during any phase of the trip.

Each region has its own support team that you can contact as you drive with VeyoRide. Below outlines the contact information for each:

**Arizona:** Driver support: [\(855\) 722-0228](tel:(855)722-0228)

**Connecticut/Wisconsin:** Driver support: [\(877\) 771-5972](tel:(877)771-5972)

**Florida/Missouri/Ohio:** Driver Support: [\(636\) 695-5539](tel:(636)695-5539)

**Michigan/Texas:** Driver Support: [\(877\) 986-7416](tel:(877)986-7416)

Dispatch agents may reach out to you from [\(888\) 513-0708](tel:(888)513-0708) . Save this number to your contacts so that you don't miss a call!

**Veyo Support** is best suited to handle your technical and account needs. Veyo Support can be contacted at, [support@veyo.com](mailto:support@veyo.com) and inquiries will be answered in 24-48



hours. Please note, during high volume times, these hours are subject to change. Additional support can be found at our online support center at [support.veyo.com](https://support.veyo.com).

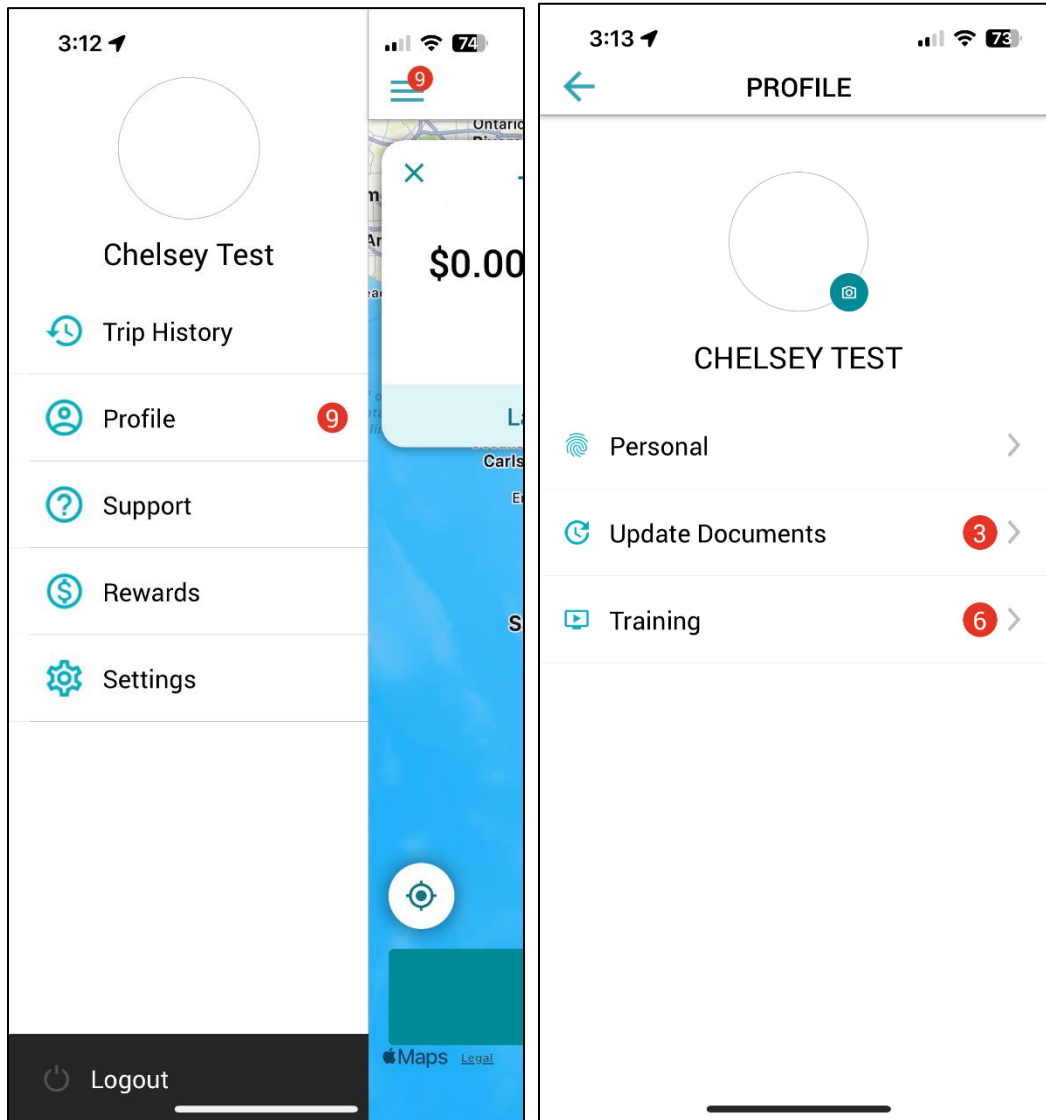
Your support teams are to be respected. Rude or unprofessional behavior is subject to deactivation or further action.

## VEYO DRIVER APP

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### Reviewing your driver profile

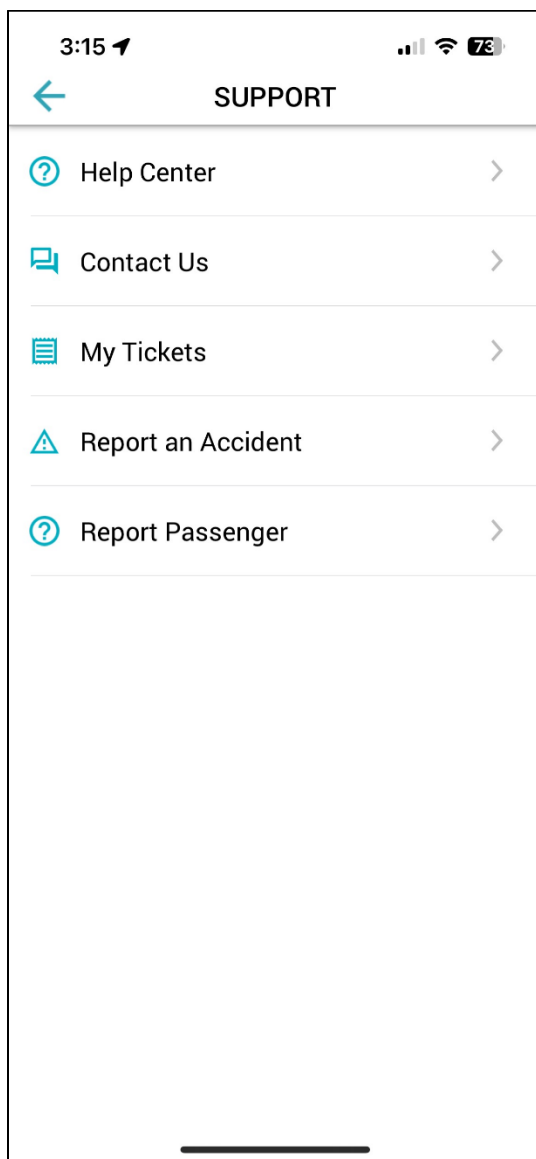
To view any of your account information, you can easily do this via the VeyoRide app. Simply tap the menu bar at the top left of the screen.



Here, you can easily access any of the following items:

- Profile Information
  - Personal
    - Phone number\*
    - Email address
    - Mailing address
    - Banking information
    - Password
    - W9 information

- Update Documents
  - Driver's License
  - Vehicle Documents
- Driver Training Videos



On the Support page, you can view the following items:

- Support
  - Help Center
  - Contact Support
  - Review your Support Tickets

- Report an Accident
- Report a Passenger

\* You will need to contact support to edit your phone number.

## TAKING A TRIP

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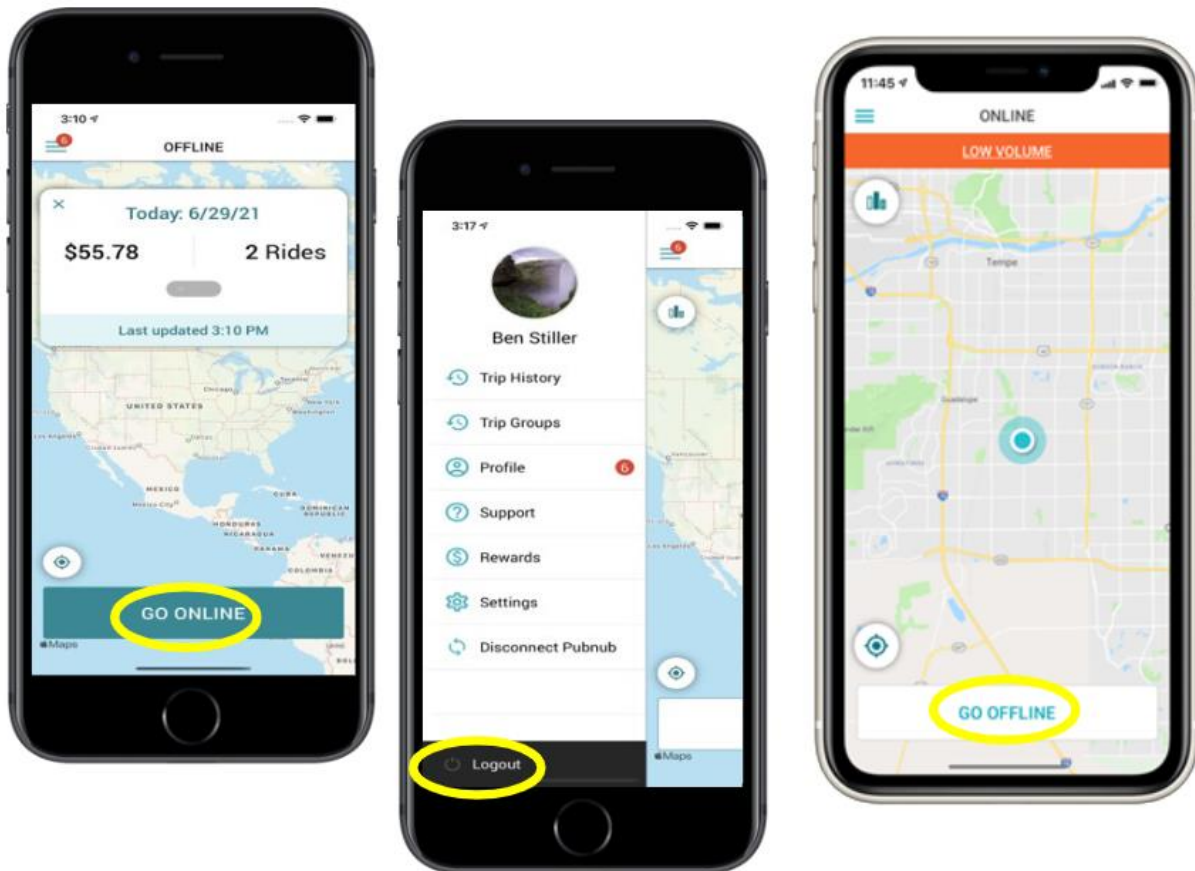
### Driver Status

VeyoRide's top priority is to make sure passengers get to and from their appointments safely and on time. In order to provide exceptional customer service, it starts with your Driver Status.

To start your day, set your Driver Status to **"Online"** by tapping the **"Go Online"** button. When your Driver Status is set to **"Online"**, you are indicating that you are ready to accept trip offers.

If you'd like to take a short break, you can go offline by clicking "Go Offline". If you're done driving for the day, please set yourself to "Offline" and log out of the app. It's important that you log out of the app at the end of the day so that you don't keep receiving trips. Note: If you do not set yourself to "Offline" or log off, you will receive trips. Ignoring or declining those trips may affect your acceptance rate. When you are online and your status is available, you are expected to accept trip offers that come in through the VeyoRide Driver App. Failing to respond to, skipping, or ignoring a trip offer can adversely affect the passenger and client service level by causing delays in the passenger's transportation.

Many of the passengers are being transported to important, non-emergent medical appointments and our goal is that each passenger arrives to their appointment safely and on time. Multiple skips in a short period of time may result in limited or no access to trips. If you need to take a break or are unable to take a trip at a given time, please set your app status to "Offline".



Driver statuses to remember:

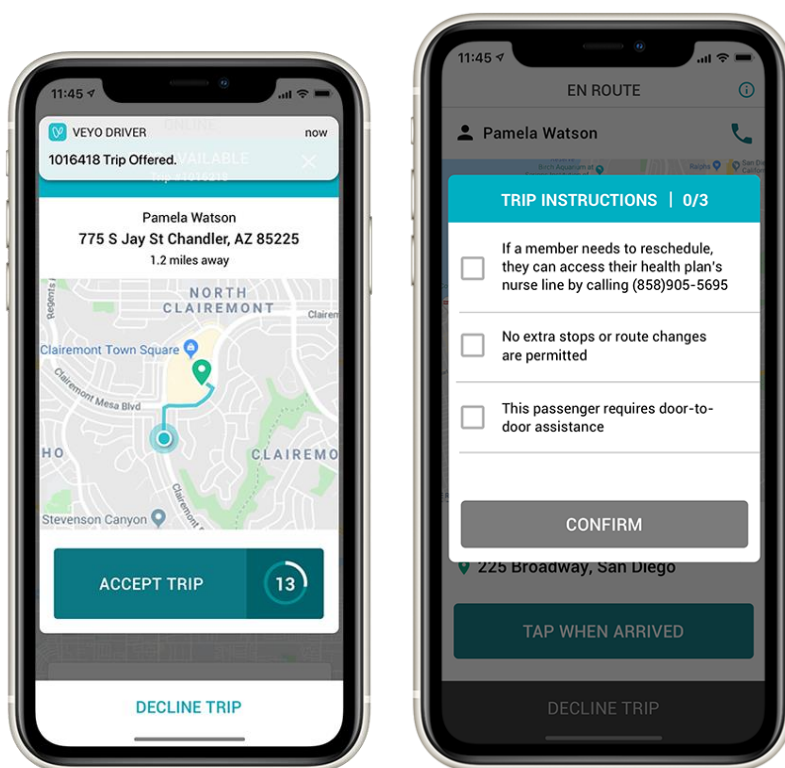
- **Online**
  - Ready and willing to complete trips.
- **Offline**
  - Taking a break, using the restroom, grabbing a bite to eat, getting gas.
- **Logged out**
  - Done for the day, no longer intending on completing trips for the day.

## How To Complete a Quality Trip

Once you are “**Online**”, you will start receiving trips. When there is a trip near you, you will receive a notification for a trip offer. A trip notification lasts for 15 seconds.

Accept the trip by tapping the “**Accept Trip**” button.

When you receive and accept a trip, you will receive trip instructions for that trip. Check the boxes to the left to acknowledge each instruction.



### *Trip Instructions*

Trip Instructions will appear in the app after you have accepted a trip. You must check off the instructions and confirm that you have read them before you can start the trip. The most common Trip Instructions are “**Curb-to-Curb**”, “**Door-to-Door**”, or “**Hand-to-Hand**” / “**Person-to-Person**”. If no direction is listed on the trip, Door-to-Door is the expectation.

- “**Curb-to-Curb**”: This means you need to assist the passenger from the curb of their house or facility into the vehicle when you pick them up. When you drop

them off, you are required to assist the passenger from your vehicle to the curb of their house or facility.

- **“Door-to-Door”**: This means that at the pickup location, you assist the passenger from their house or facility into the vehicle. When you drop them off, you are required to assist the passenger from your vehicle to their house or facility.
- **“Hand-to-Hand” or “Person-to-Person”**: This means that you must get acknowledgement from another person (other than the passenger) at both the pickup and drop-off. At pickup, the acknowledgement is that the passenger is going with you. At drop-off, the acknowledgement is that a responsible person is at the location receiving the passenger.

Attempt to contact the passenger to confirm their pick-up location and their full name by giving them a call. Click the **Phone** icon to call the passenger. If the passenger does not pick up on the first call, please attempt to call them two more times.

**Remember:** Many passengers may be slow to respond due to mobility issues or they may be in a clinical environment.

**Rule of Three:** You must call the passenger three times, before proceeding to the pick-up location, once you arrive at the pick-up location, and before you can cancel a trip. Remember, during all calls, your phone number and the passenger’s number will remain private.

**Location update:** If contact is made and there is a change to the passenger’s pick-up and/or drop off location, you must notify Driver Support to obtain authorization and confirm the location change before proceeding.

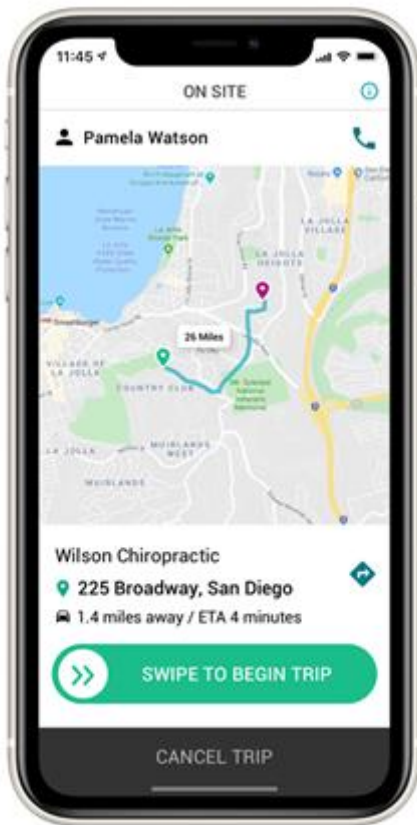
- If you had an approved location change but feel your fare was not calculated correctly, please select **“Fare Review”** at the end of the trip and provide details and supporting documentation for why you are requesting a Fare Review. More information on Fare Reviews can be found below.

**Directions:** For directions to the pickup location, click the **Directions** icon located next to the address. The app will pull navigation information from the navigation system you selected while setting up your app. If no contact is made with the passenger, please continue to proceed to the pickup location.

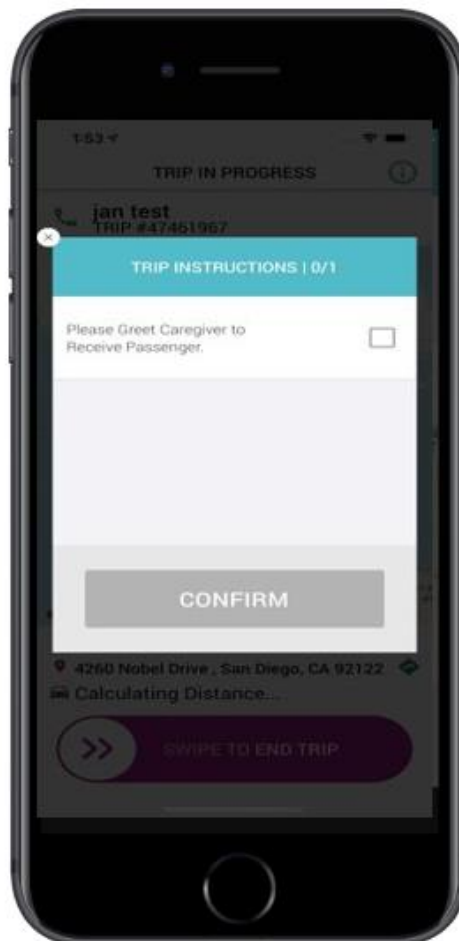
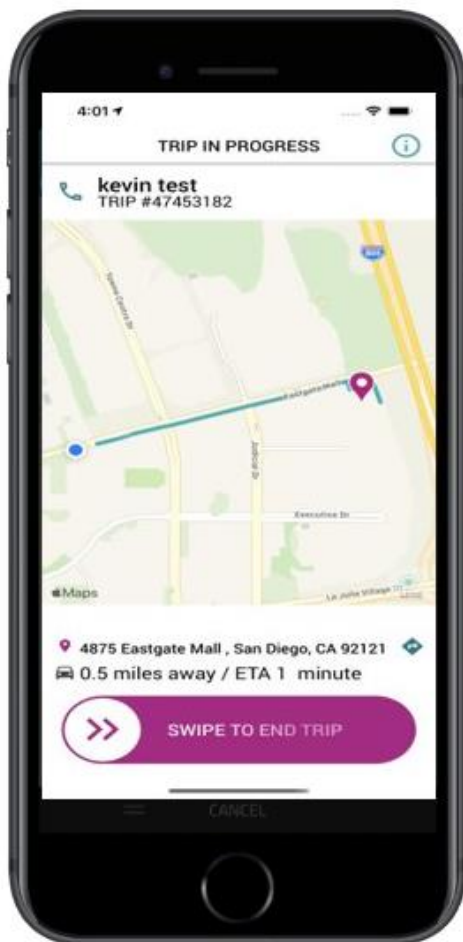


Upon arrival at the pick-up location, hit the **“Tap When Arrived”** button.

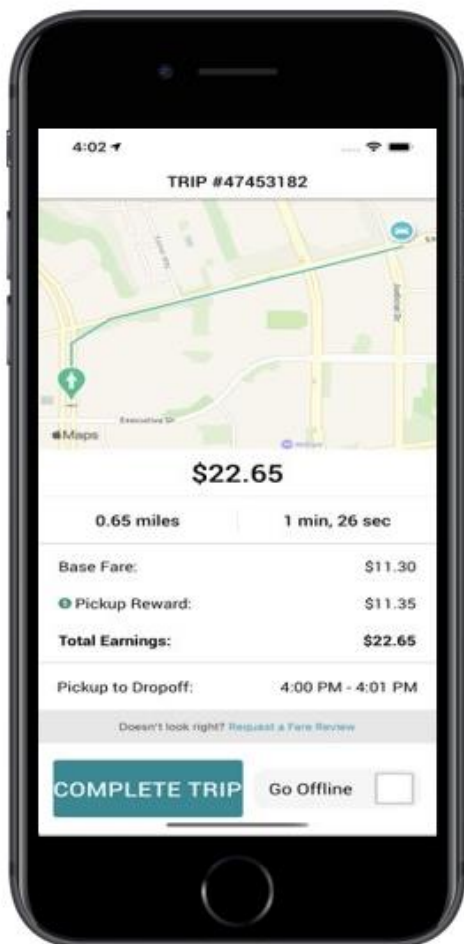
Follow the in-app **“Trip Instructions”** and assist the passenger as needed. Confirm the passenger’s full name and drop-off destination. Remember, if the member requests a change in pick up or drop off location, you must call Driver Support to obtain authorization before continuing the trip. Trip instructions can also be found by tapping the “Information” button anytime during the trip.



Once the passenger is securely in your vehicle and has confirmed their destination, slide the **“Begin Trip”** button. Transport the passenger to their drop-off destination.



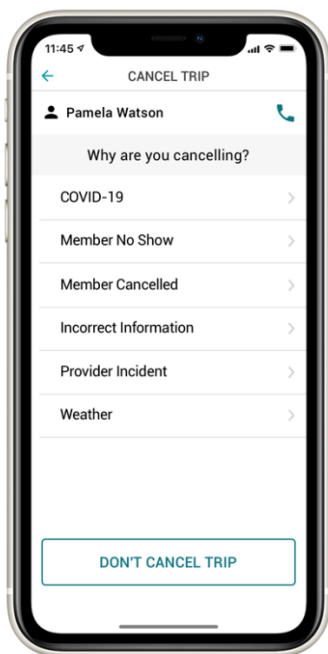
Once you arrive at the destination address, slide the “**Swipe to End Trip**” button. You may receive additional instructions before being able to end your trip like “**Curb-to-Curb**”, “**Door-to-Door**”, or “**Hand-to-Hand**” / “**Person-to-Person**” (explanations can be found in the Trip Instructions section of this manual).



Once the passenger has exited the vehicle and the appropriate trip instructions have been completed, review your trip summary and tap the “**Complete Trip**” button.

## Cancellations

If you need to cancel a trip, please make sure to select the correct cancellation reason. In order to prevent fraud, waste, and abuse, passenger and driver behavior is monitored on an ongoing basis. The cancellation reasons are used to determine whether or not a trip was cancelled correctly. Below are definitions for each Cancellation Reason:



### *Member No Show*

Please select “**Member No Show**” if you have arrived at the pick-up location and completed all of the following:

- Knocked on the passenger’s door and did not get a response.
- Looked for the passenger and waited for at least five (5) minutes past the scheduled pick-up time and were unable to find them.
  - In Connecticut and Wisconsin, the requirement is to look for the passenger and wait for at least ten (10) minutes past the scheduled pick-up time
- Called the passenger three (3) times and did not get through to the passenger.

### *Member Cancelled*

Please select “**Member Cancelled**” if the passenger verbally cancels the trip over the phone or after arriving. The passenger needs to **verbally confirm** that they do not want to take the trip.

### *Incorrect Information*

Please select “**Incorrect Information**” when passenger information is incorrect. Examples include wrong address, wrong appointment time, member has moved, or if the passenger is in the hospital and/or no longer needs a trip. Please be sure to provide information in the text section describing what information was incorrect.

### *Weather*

Please select “**Weather**” for delays in transportation or road closures due to severe weather.

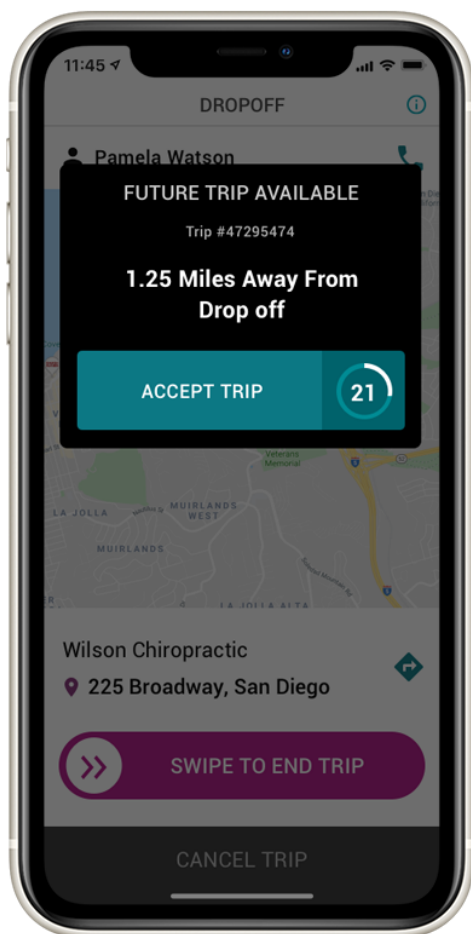
### *Provider Incident*

Please select “**Provider Incident**” for an accident, incident, vehicle breakdown, or passenger emergency. You must call the Driver Support line to report the incident (for detailed information on what to do in the event of a vehicle accident, please refer to the Emergency section at the end of this manual).

After selecting the correct cancellation reason, please provide detailed information in the text section when you cancel.

## **Future Match Trips**

You will receive Future Match Trips while you are nearing your current trip’s final destination. The trip offer will pop up on the screen and you will have 30 seconds to accept the trip before it’s sent to another driver. Once you’ve accepted the trip, you will be directed back to your current trip page.



## Additional Compensation

### *Convenience Fees*

If you drive to a pickup location, attempt to contact a member but you can't find the member (often called a no-show), or the member cancels their trip at the last minute after you have arrived on-site, you may be eligible for a Convenience Fee for that trip.

In order to receive this fee, you will need to follow the protocol listed below for contacting the member and attempting to pick up the member.

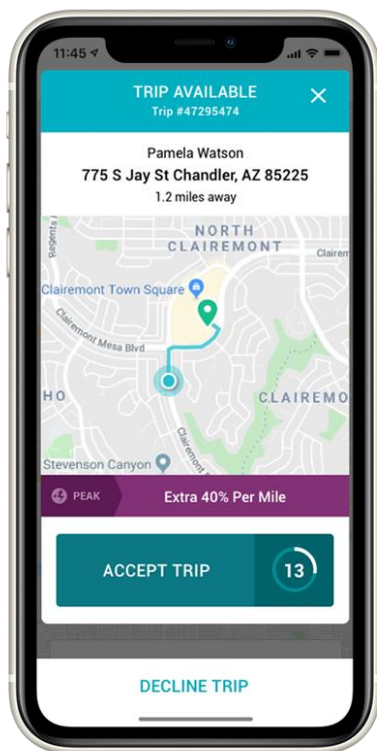
- Contacting the member:
  - You must attempt to call the member 3 times OR have 1 call with a duration of more than 20 seconds (i.e. you spoke with the member).
- Attempting to pick up the member:

- Once you arrive at the pickup location you must select "Tap When Arrived" on the trip screen to show that you went to the pick-up location (failure to do so will result in you not receiving the convenience fee).
- Waiting for the member:
  - If you arrive at the pickup location **after** the requested pickup time, you must wait 5 minutes (10 minutes for drivers in Connecticut and Wisconsin) before you cancel the trip (tap the **Info** icon on a trip to view the requested pickup time for the trip).
  - If you arrive at the pickup location **before** the requested pickup time, you must wait to cancel the trip until 5 minutes after the requested pickup time (10 minutes after the requested pickup time for drivers in Connecticut and Wisconsin).

All three steps are required in order to receive the convenience fee. Convenience fees are subject to change without notice.

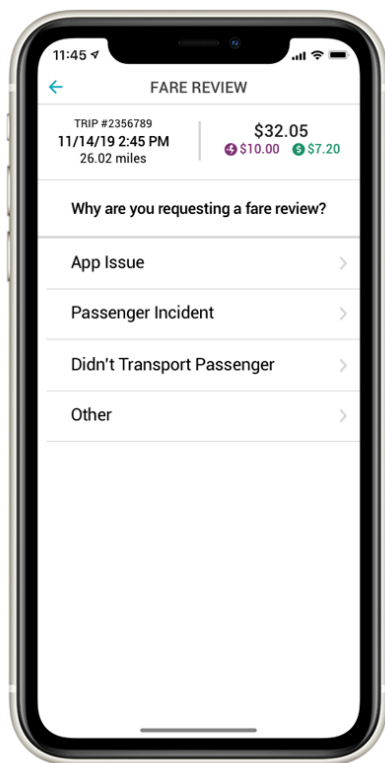
### *Peak Time Rewards*

To ensure that we have enough drivers online, we often offer rewards during certain hours. These rewards will show when the trip is offered to you. Rewards may be per mile or may be a certain dollar amount. These rewards are subject to change without notice.



## Fare Reviews

We understand that miscalculations, location changes, and GPS issues happen. If you feel your fare was not calculated correctly, please select “**Fare Review**” at the end of the trip. Provide details and supporting documentation for why you are requesting a fare review. VeyoRide will investigate your fare review claim and work with you to ensure you are appropriately compensated.



Trips are paid using the most direct estimated route based on the pickup and drop-off locations. IDPs are expected to take the most direct route possible and to not take any more time than the calculated route would have taken. Trips where an alternate route is taken may be reviewed for appropriateness.

The **“Fare Review”** option can also be used if you made an error while using the app. Possible errors include starting and ending a trip without transporting the passenger, failing to follow protocol, or an app malfunction. IDPs have seven (7) days to submit a fare review. After the seventh day, IDPs will no longer have access to submit a request for the trips fare to be reviewed. IDPs will be notified sixty (60) days prior to the effective date of any changes to submitting or processing fares.

## REVIEWING YOUR TRIP HISTORY

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You can access past completed and canceled trips at any time via the Trip History tab in the main menu. By clicking on the trips, you can view more details about the trip, submit a fare review, or record a forgotten item.

2:54

5G

53

TRIP HISTORY

COMPLETED

CANCELLED

JANUARY 23, 2023 • MONDAY

3:07 PM

\$12.53

Trip 78112534

18 mins • 8.54 mi

2:38 PM

\$11.98

Trip 76264311

18 mins • 8.13 mi

2:10 PM

\$12.58

Trip 78136921

14 mins • 9.26 mi

1:42 PM

\$26.64

Trip 78138324

22 mins • 20.51 mi

1:23 PM

\$6.42

Trip 78056647

11 mins • 4.34 mi

1:00 PM

\$5.35

Trip 78035426

2 mins • 0.61 mi

12:23 PM

\$15.95

Trip 78066755

28 mins • 11.96 mi

## General Recommendations and Guidelines

Below are other recommendations and guidelines for when you are online:

- Keep your phone plugged in using a car charger.
- Keep your phone in a car cradle for safety.

- Keep your phone's volume turned up to hear trip offer notifications.
- Avoid phone conversations so that you are available for trip offers.
- Pick up your passenger immediately after accepting a trip offer.
- Ask passengers for their full name to ensure that you are picking up the correct person/people. - Do not provide the passengers name to avoid confusion.
- Confirm both the pickup location and drop-off destination with the passenger. If either of these changes, contact Driver Support for approval.
- Call passengers at least three (3) times after you have arrived at the pick-up location before cancelling a trip. Passengers may have mobility or hearing issues and may not be able to get to their phone in time to answer the first call.
- Do not use your phone while on a trip. If necessary, please pull over safely to do so.
- Do not accept trip offers from other rideshare companies while on a trip.
- VeyoRide magnets must be properly displayed on both sides of your vehicle.
- VeyoRide sticker must be properly displayed on Passenger rear window, facing members.

Driver side rear door.



Passenger side rear door.



Thank you and drive safely!

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