



DRIVER ORIENTATION

Maximize Your Drive

Welcome SUBSCRIPTION and FLEX Drivers

Ride Types

Private Ride

Passenger contacts driver
Driver quotes and collects the fare
Driver starts and ends the ride in the app

Dispatch

Dispatch operator book private rides with drivers for passengers without the use of the app

On-Demand & Pre-scheduled

Passenger books through the HUM App
Rides are distributed within a 5 miles radius of the passenger
App charges the fare through Stripe and pays driver

Subscription Plans

Subscriber Driver
100% of all fares



SEDAN

Pricing

\$59.95/mo



XL

Pricing

\$69.95/mo



LUX

Pricing

\$79.95/mo



LUX XL

Pricing

\$89.95/mo

FLEX Driver

Flex drivers pay \$25 annual subscription

Earn 75% On-Demand Fare

Earn 100% of Private Ride*

***less \$5.-7.50 insurance**

STRIPE

Set up your account to get paid!

HUM utilizes STRIPE for the payment of fares. *(NOT THE IN-APP WALLET)*

Setting up your STRIPE account ensures that you get paid.

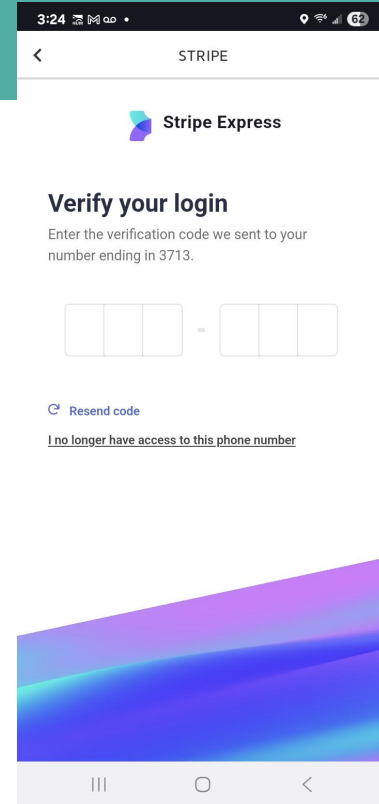
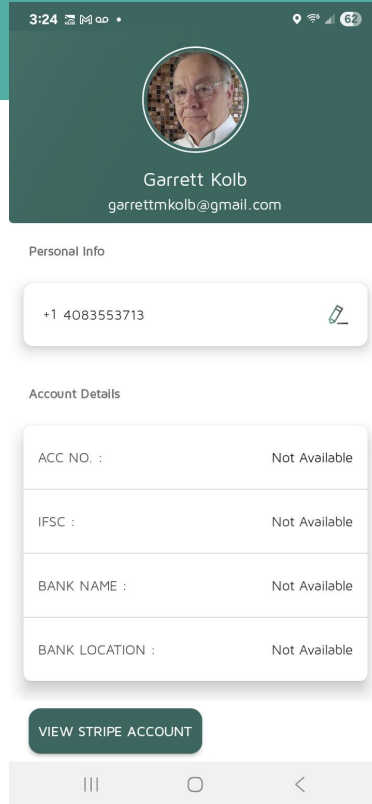
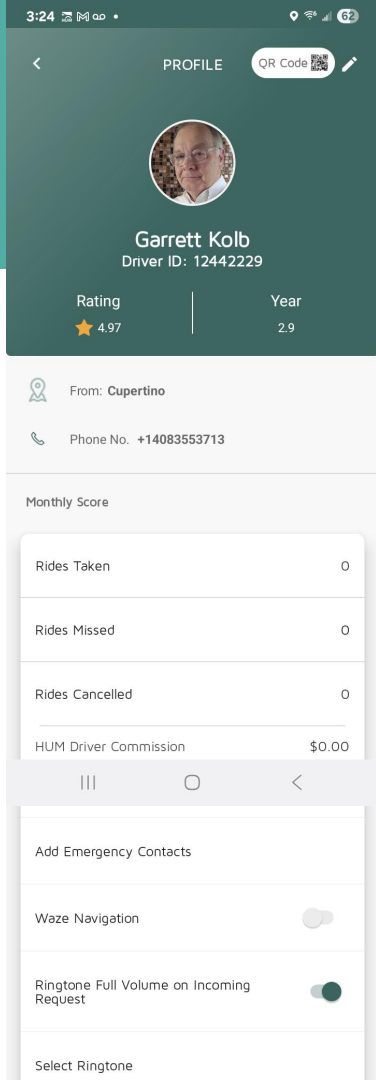
- Open the HUM Driver app.
 - Go to your profile and tap "Edit." (pencil icon)
 - Scroll down and select "CONNECT STRIPE."

Note: if "VIEW STRIPE" is displayed, your account is set up. You can click "view" to access your stripe account.

This will take you out of the HUM app to the secure Stripe site where you'll be asked to:

- Establish your Stripe account
- Connect your bank information

Locate Stripe in the HUM Driver App



Private Ride

**A private ride is when the passenger contacts the driver
and books a ride**

**The driver quotes & collects the fare
No passenger app involved**

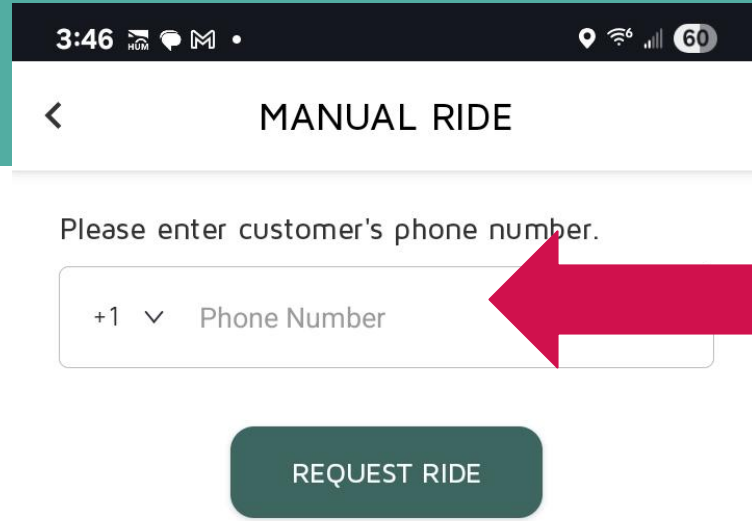
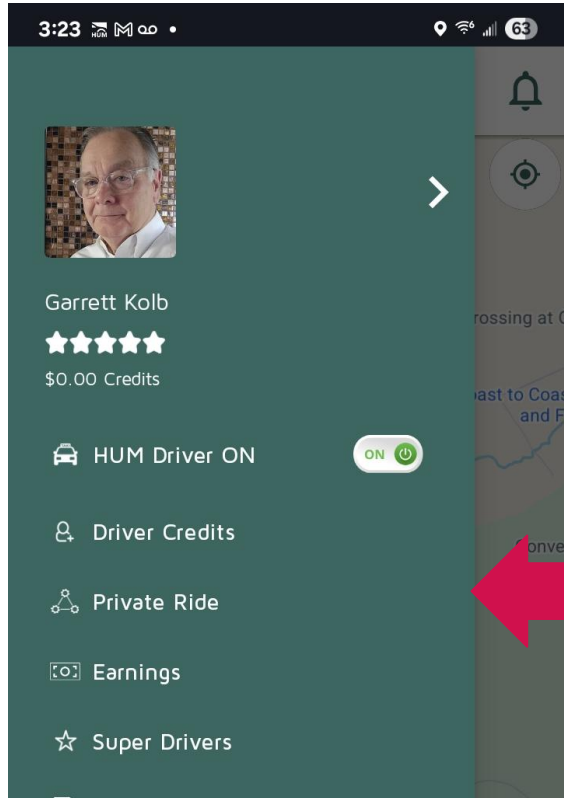
Safer ride for the driver & passenger

**Build Your book of clients
Earn more per ride**

Did you know?

HUM's dispatch operators book private rides for passengers

How to start & end a Private Ride



Manually start a ride for a customer by entering their phone number.

Private Ride

PRIVATE RIDE (also referred to as a Manual Ride IOS)

- **Passenger contacts the HUM Driver to book a ride**
 - The driver quotes the fare at the time of booking
 - Begin the ride in the HUM Driver app when you arrive – enter the passenger's phone number (remember to end the ride)
- **The app will display a fare based on the rate card**
 - Collect the fare that you quoted
 - Use Square or similar app to get paid with a payment card
 - Alternatively use app based cash services like Cashap-PayPal-Venmo-Zelle

Driver Success Strategies “Catch & Convert”

The private ride starts with a business card



Convert your Uber & LYFT passenger for the return ride!

The next time you take a passenger to the airport, ask them how they are getting home - ask how much they paid for this ride and offer less to pick them up! Ask them to text you the return flight info and you will track the flight and be there to great them!

Wallet

Airport tolls incurred by the driver on private rides will be deducted from the driver's wallet

\$5.00 San Diego & PHX Sky Harbor \$3.50 Mesa & Tucson

No tolls in Idaho

The Private ride service charge for Flex drivers will be deducted from the driver's wallet

Payment is the responsibility of the driver

Wallet Function

- Drivers will add funds to their wallet in \$25.00 increments
- Drivers will incur a charge to their wallet when conducting a private ride to/from airport
- When wallet balance drops below \$10.00 wallet will be recharged

Your HUM Community & Support

- **WhatsApp groups**
 - **Driver group in every city**
 - **Mentorship group for new drivers**
 - **NEMT Driver group**
- **Tuesday Attend the Virtual Driver Meet-up** (watch for announcements)

Support Resources

- **9-1-1 All emergencies**
- **Support tab in the driver and passenger app**
- **help@humrideshare.com**

Reminder & Checklist

Set Up STRIPE in the app today

*Click on your profile pic in the app, click
the edit icon and scroll to "Connect"
Stripe*

Set Up Payment Processing and collect fares

*Square
CashAp - Venmo- PayPal - Zelle*

Keep track with a Day Planner

*Keep track of your commitments
Private Ride
Pre-Scheduled*

Order Cards

Name & Number
www.humrideshare.com

Download WhatsApp

Driver Resource Center

<https://www.humrideshare.com/driver-resources>

Driver Handbook

WhatsApp Links

New Driver Orientation

And more!

Visit <https://humrideshare.com> to view our insurance binder that covers every HUM ride!

Thank You

Contact HUM

help@humrideshare.com

Attend a live orientation

Watch for text alerts