



geolah

ONBOARDING

Driver Handbook

Powered by Singaporean Entrepreneurs

Geolah, a next-gen tech platform provides a wide range of transportation service including ride-hailing, private chauffeur, car-pool & parcel delivery. Founded during Circuit Breaker, we experienced major disruptions in the ride-hailing & delivery segment.

We saw a huge opportunity to be a part of this transformation.

Mission

To create a which offers a wide range of affordable transportation services. To introduce zero-commission fee for partner-drivers and create opportunities for Drivers and SME establishments

Vision

Our vision is to be the **driving force behind a dynamic & interconnected ecosystem** that seamlessly blends innovation, mobility, and economic empowerment.

MISSION & VISION

We are self-funded & ambitious to meet the Giants.

01

**Geolah Services
Overview**



Overview of Ride Services

AnyGeo

Nearest available, 4 seats



GeoCar XL

Economy, 6 seats



GeoCar VIP

Premium, 6 seats



GeoAirport

2x large luggage, 4 seats



GeoKids

Child standing between
1m-1.35m tall, 4 seats



GeoKids XL

Child standing between
1m-1.35m tall, 6 seats



GeoTaxi

Metered fare, 4 seats



GeoAirport XL

3x large luggage, 6 seats



GeoLimo

Hire a Driver up to 8hrs

GeoShuttle

Minibus, 9 seats

GeoPets

Pet-friendly, 2 seats

GeoAssist

Foldable Wheelchair, 4 seats

Wallet

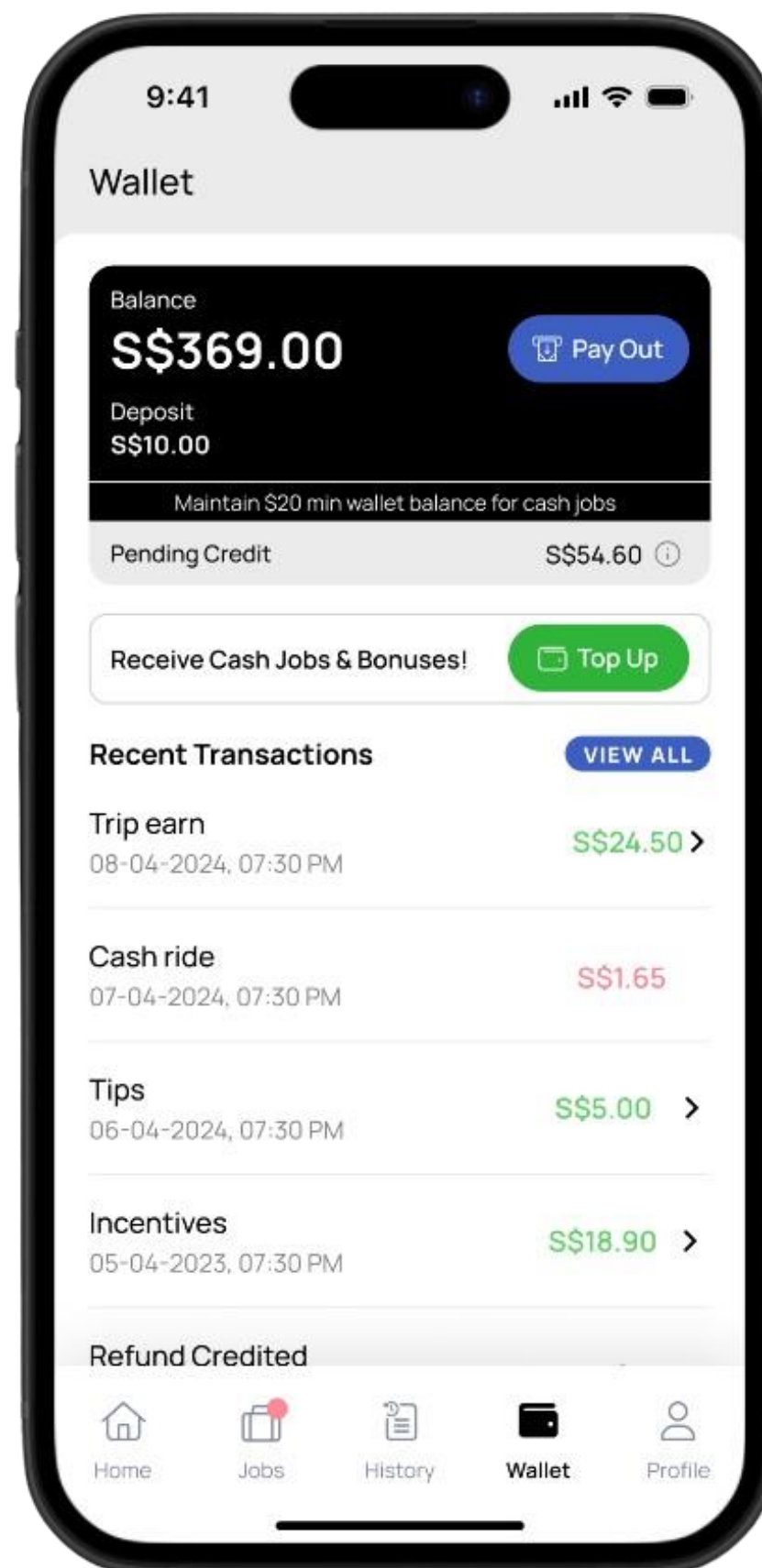
Fast Cash Out

- \$1.50 Transaction Fee will be charged
- Credited to your bank account immediately within the same day

Please ensure that you have keyed in your bank account number correctly.

Standard Cash Out

- Minimum of \$1, No Maximum Amount
- \$1.20 Transaction Fee will be charged
- Credited to your bank account within 3 working days



Security Deposit

- PDVL: \$10
- TDVL: \$10
- The driver's security deposit is eligible for withdrawal after completing 15 jobs, maintaining a cancellation rate below 10%, an acceptance rate above 80%, and having no platform violations within 6 months. Failure to meet these conditions will result in forfeiture of the deposit.

Tip!

Have enough cash on hand for change on cash transactions.

Overview of Delivery Fleet

Walker

📦 35X25X10 cm
🏪 Up to 3kg



Bicycle

📦 40X30X15 cm
🏪 Up to 5kg



Motorcycle

📦 50X45X45 cm
🏪 Up to 10kg



Car

📦 70X50X50 cm
🏪 Up to 25kg



MPV

📦 110X80X50 cm
🏪 Up to 60kg



Van 1.7m

📦 160X120X100 cm
🏪 Up to 350kg



Van 2.4m

📦 230X120X120 cm
🏪 Up to 480kg



Lorry

📦 290X140X170 cm
🏪 1000kg max



Wallet

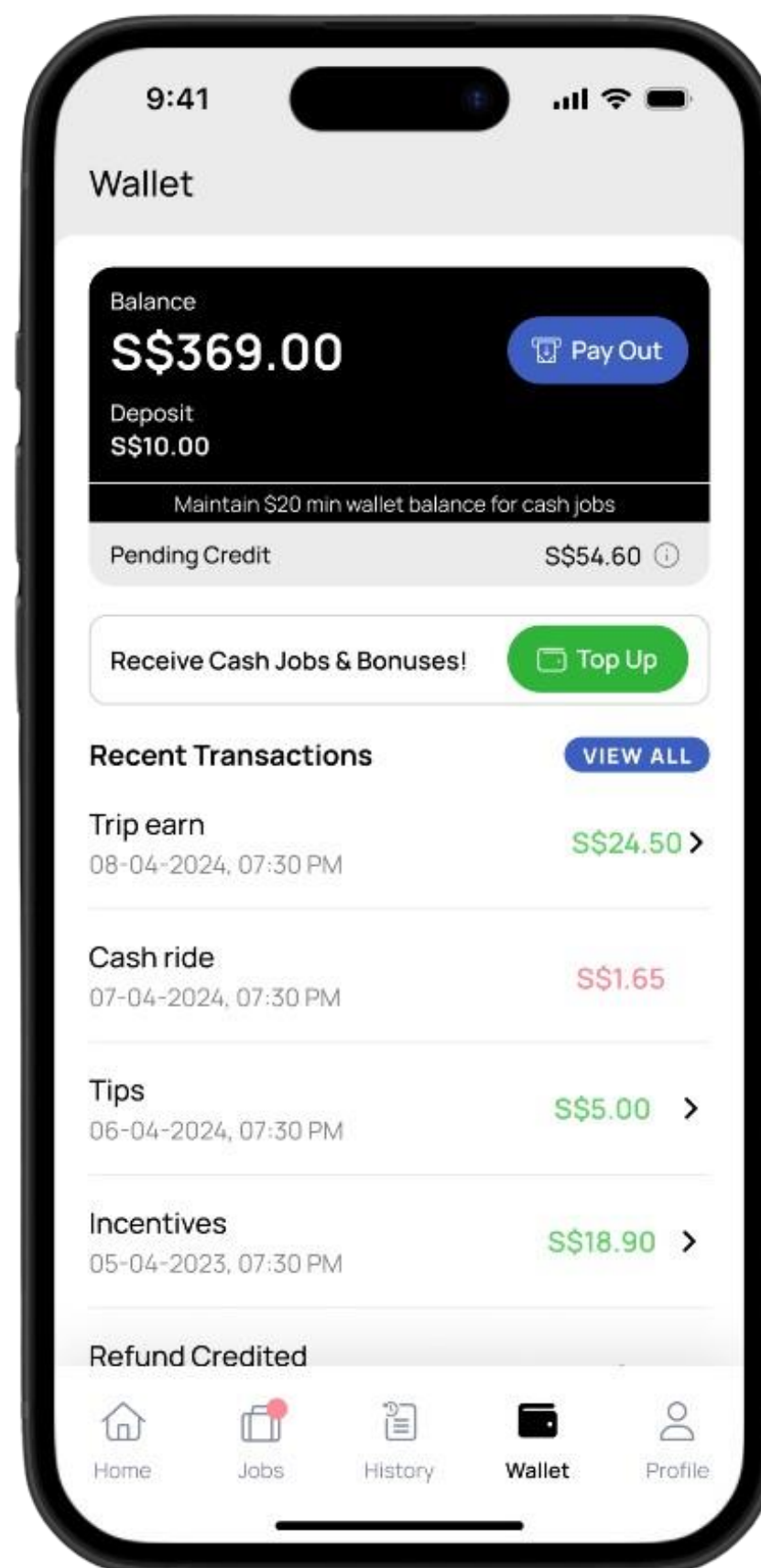
Fast Cash Out

- \$1.50 Transaction Fee will be charged
- Credited to your bank account immediately within the same day

Please ensure that you have keyed in your bank account number correctly.

Standard Cash Out

- Minimum of \$1, No Maximum Amount
- \$1.20 Transaction Fee will be charged
- Credited to your bank account within 3 working days



Security Deposit

- Walker/Cyclist: \$15
- Motorcycle: \$20
- Car/MPV: \$50
- Van: \$70
- Lorry: \$70
- The driver's security deposit is eligible for withdrawal after completing 15 jobs, maintaining a cancellation rate below 10%, an acceptance rate above 80%, and having no platform violations within 6 months. Failure to meet these conditions will result in forfeiture of the deposit.

Tip!

Have enough cash on hand for change on cash transactions.

02

Getting Started



Download App



Search for Geolah Driver app on the Google Play Store if you're an android user or on the App Store if you're an iPhone user.



Android 9 and above



IOS 13 and above

Driving Essentials

Phone Mount

Helps keep your eyes on the road

Portable Charger

For staying online whenever you need to be

Small Change

For customers who choose to pay in cash

Transport

*Criteria: Only Singaporean Citizens or Permanent Residents (PR) possessing a valid NRIC are eligible.



Car

Documents

- NRIC
- Driving License
- Front Face Photo image
- Front vehicle photo image
- Private Hire Car Driver Vocational Licence
- PHV Car Decal photo image
- Commercial insurance
- Vehicle Log card
- Letter of Employment (required for PR only)



Taxi

Documents

- NRIC
- Driving License
- Recent Image of Yourself
- Front-facing Image of Your Car
- Image of Your Mobile Data Terminal (MDT)
- Taxi and Private Hire Car Driver's Vocational Licence (TPDVL)



Minibus

Documents

- NRIC
- Driving License
- Recent Image of Yourself
- Front-facing image of your vehicle
- Vocational Licence (VL)
- Commercial insurance
- Vehicle Log



Limo

Documents

- NRIC
- Driving License
- Front Face Photo image
- Front vehicle photo image
- Private Hire Car Driver Vocational Licence
- PHV Car Decal photo image
- Commercial insurance
- Vehicle Log card
- Letter of Employment (required for PR only)

Delivery

*Criteria: Only Singaporean Citizens or Permanent Residents (PR) possessing a valid NRIC are eligible.



Walker/Bicycle

Requirements

- NRIC
- Residency and citizenship
- 18 years old, physically fit and able to deliver small parcels



Motorcycle

Requirements

- NRIC
- Residency and citizenship
- Valid Driving License
- Hold a valid driver's license allowing you to drive in Singapore
- 18 years old, physically fit and able to deliver small parcels to bulky items



Car/Van/Lorry

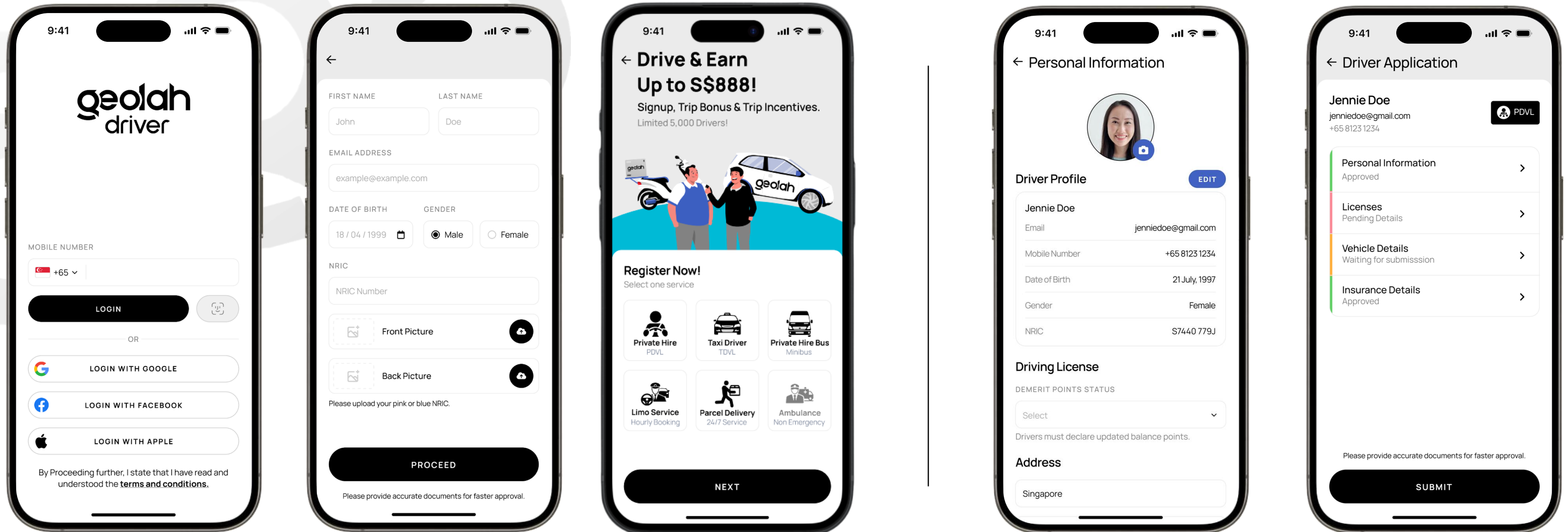
Requirements

- NRIC
- Residency and citizenship
- Valid Driving License
- Hold a valid driver's license allowing you to drive in Singapore
- 18 years old, physically fit and able to deliver small parcels to bulky items

03

App Features



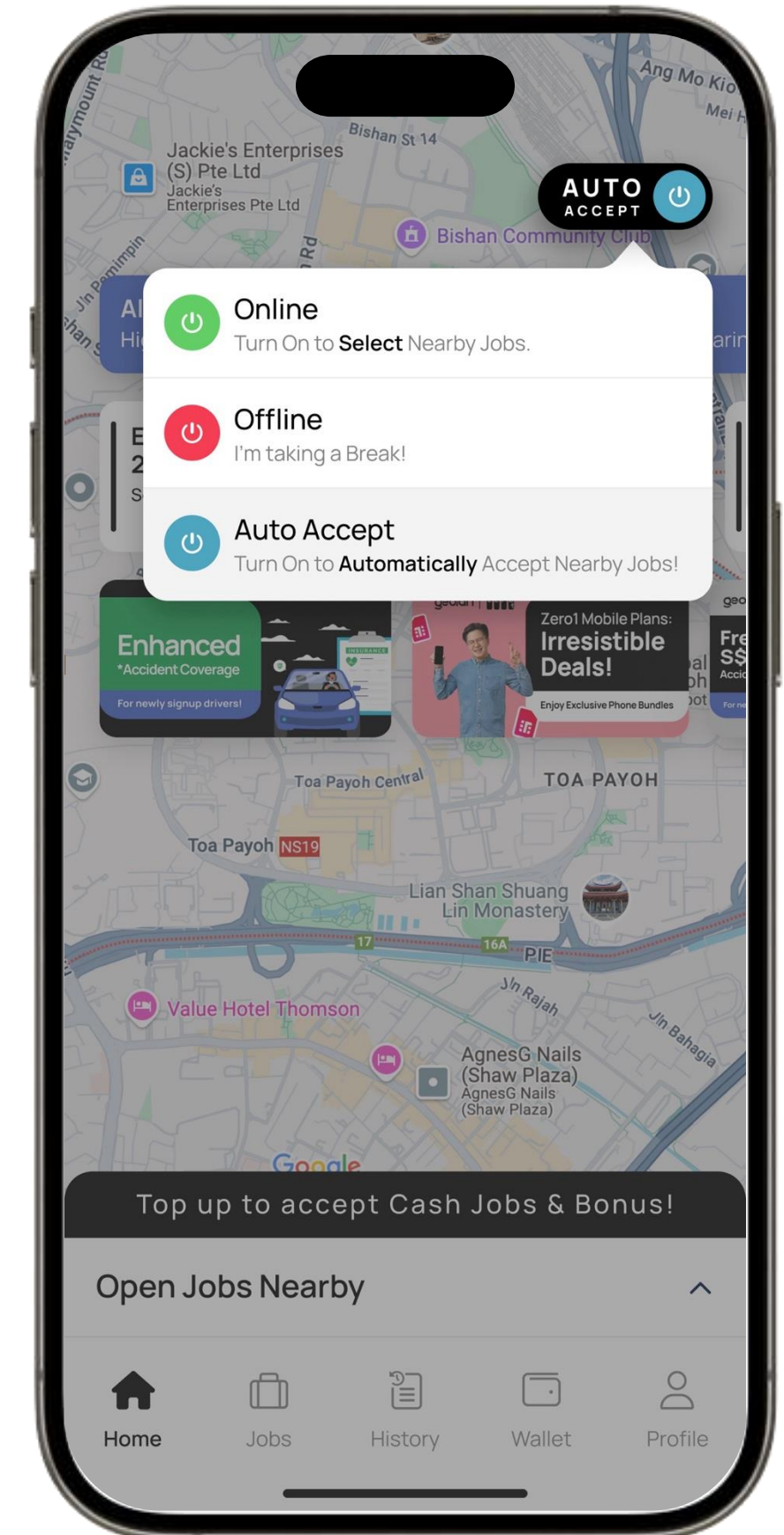
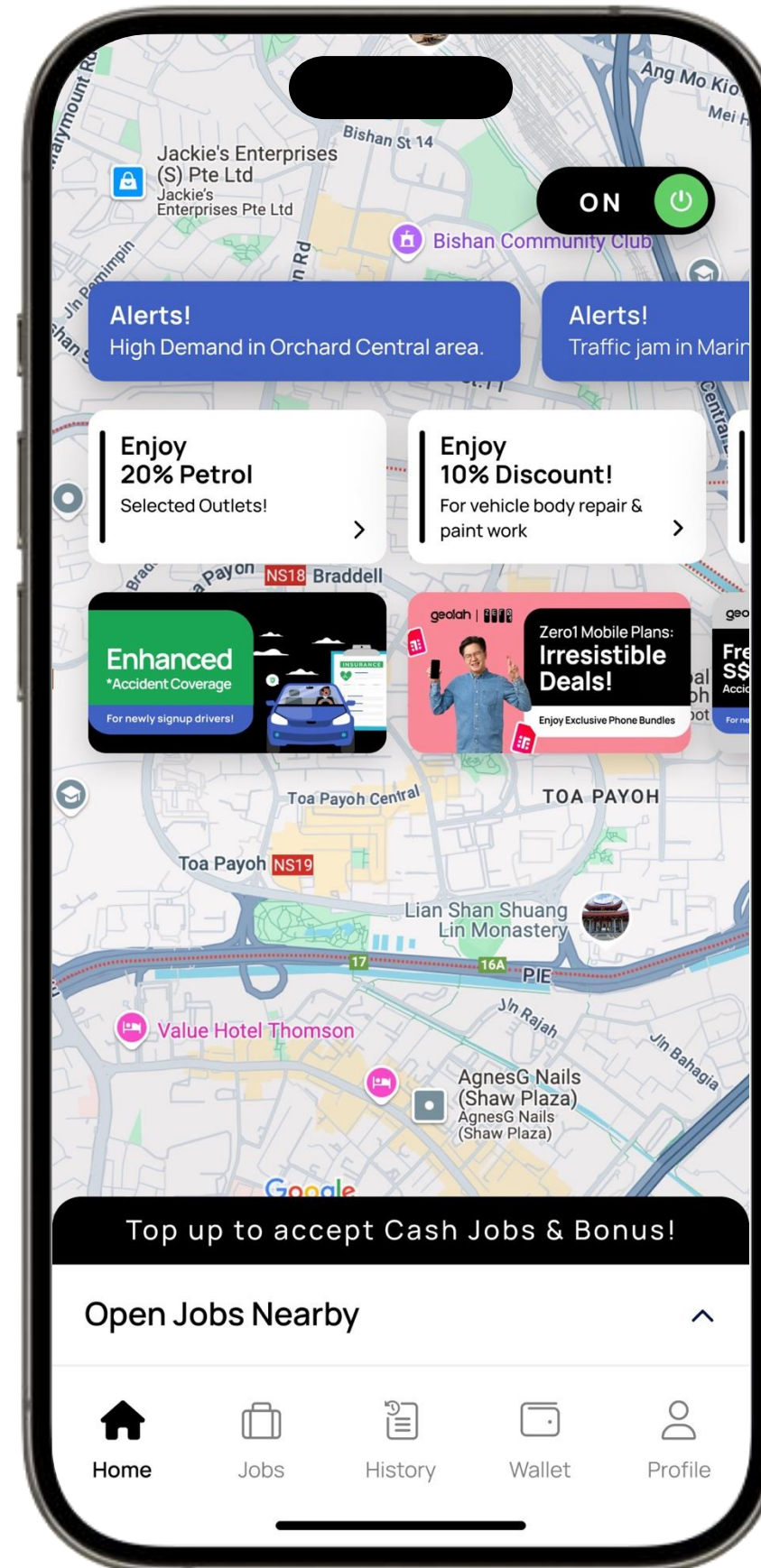


Sign-up & Onboarding

1. On the first screen after opening the app, first-time users need to enter their phone number to receive an OTP and proceed to the registration form.
2. Pick your preferred vehicle.
3. Enter the remaining personal information into the form and complete all steps of the application.

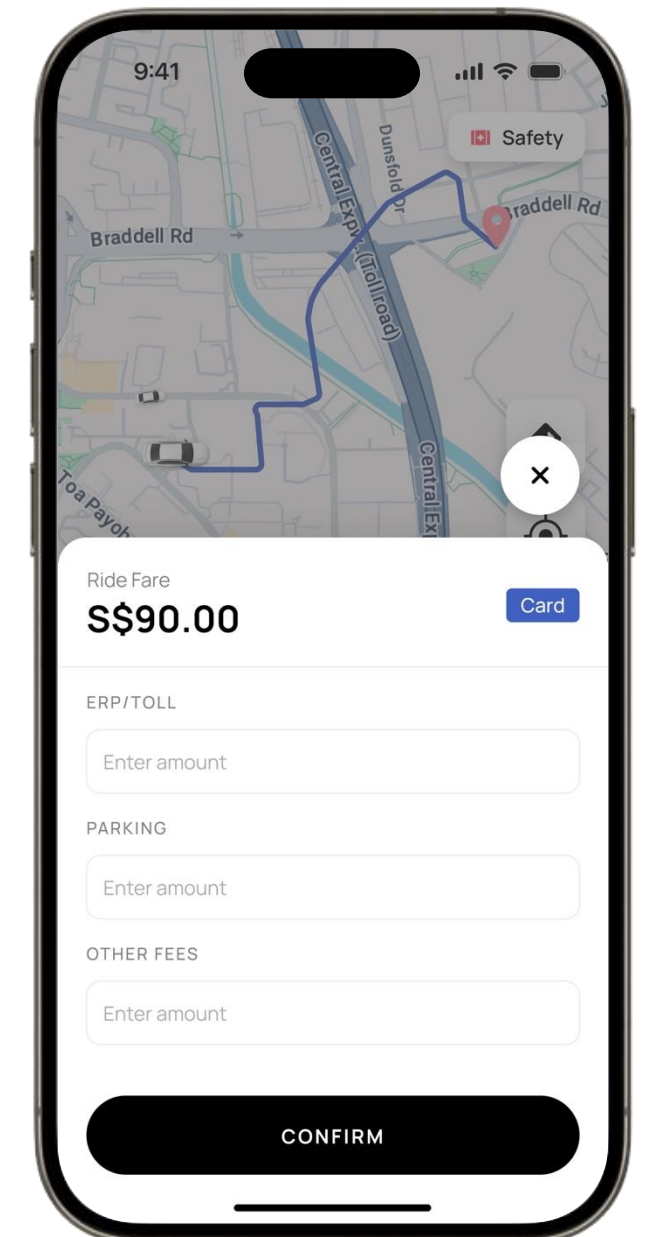
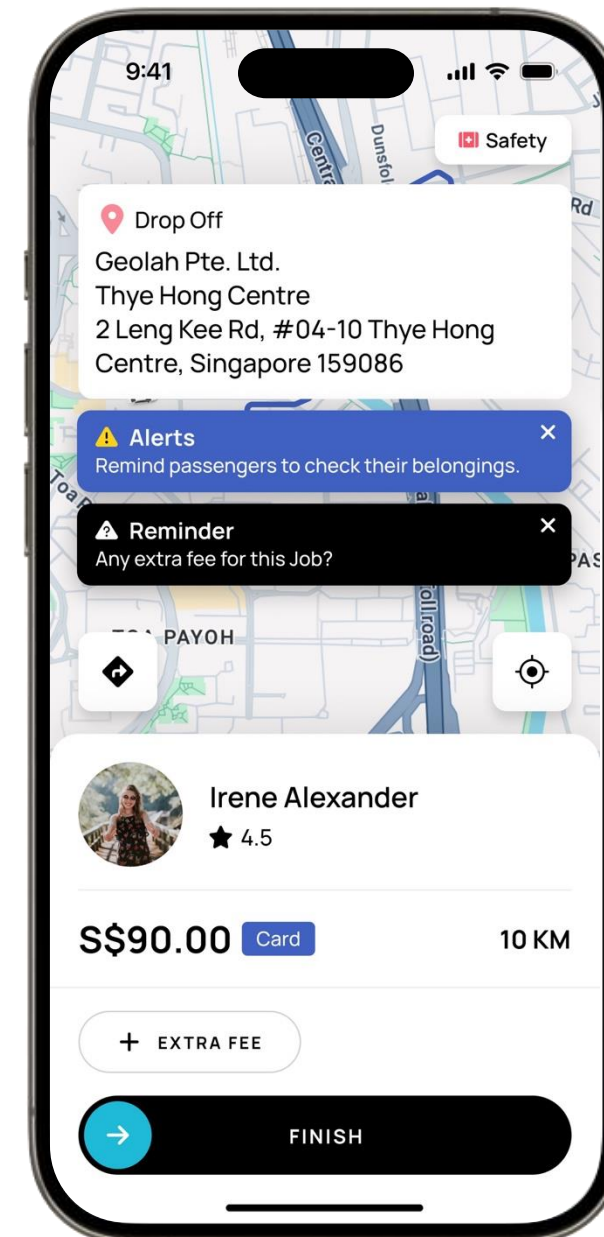
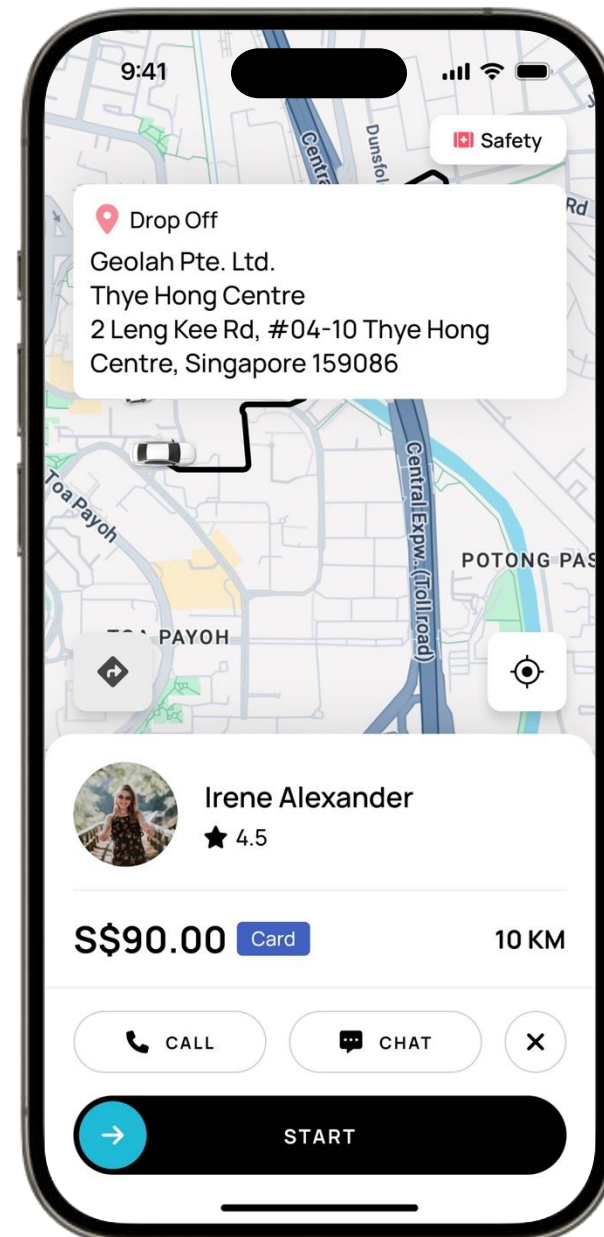
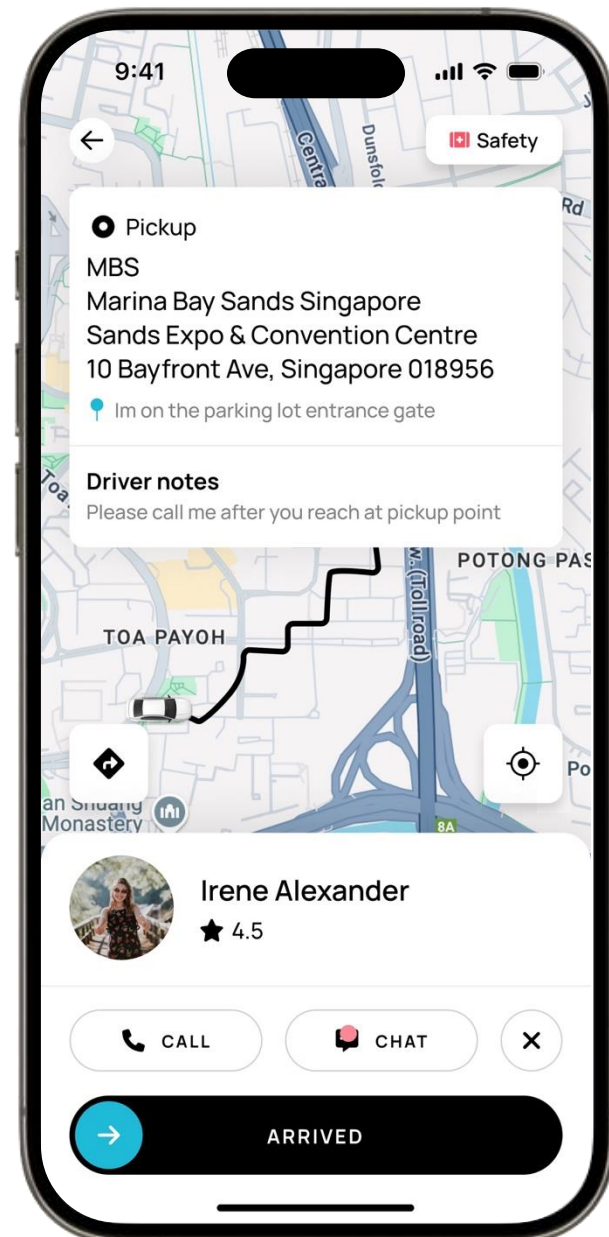
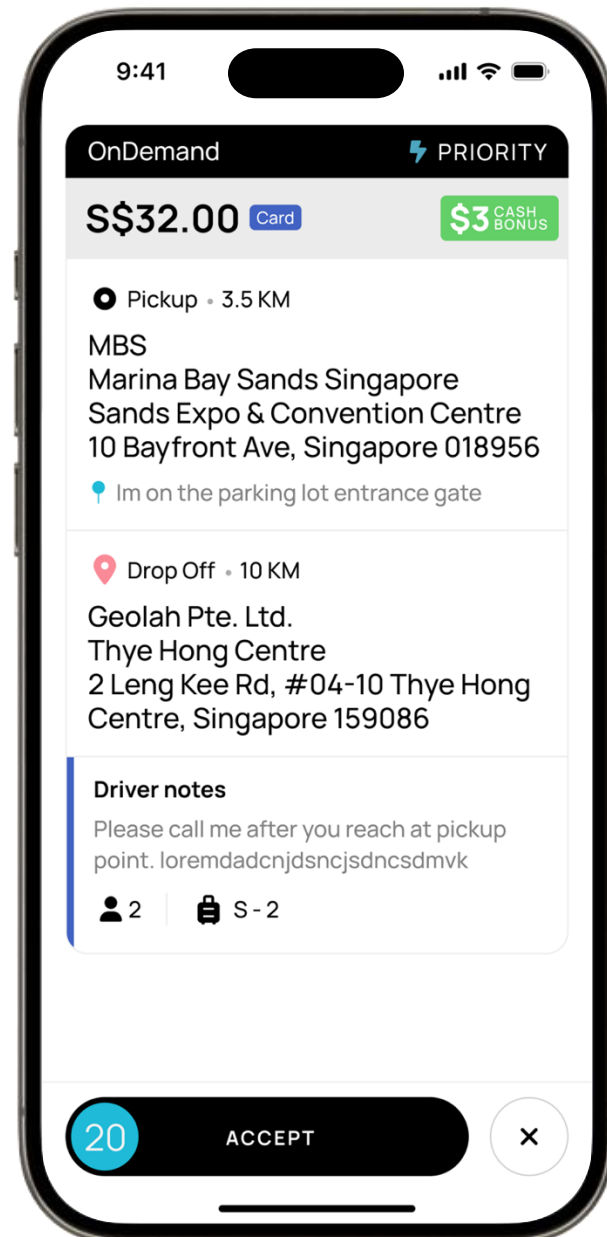
Home screen & Going Online

1. On the first screen after opening the app, first-time users need to enter their phone number to receive an OTP and proceed to the registration form.
2. Pick your preferred vehicle.
3. Enter the remaining personal information into the form and complete all steps of the application.



Accepted On-Demand Job

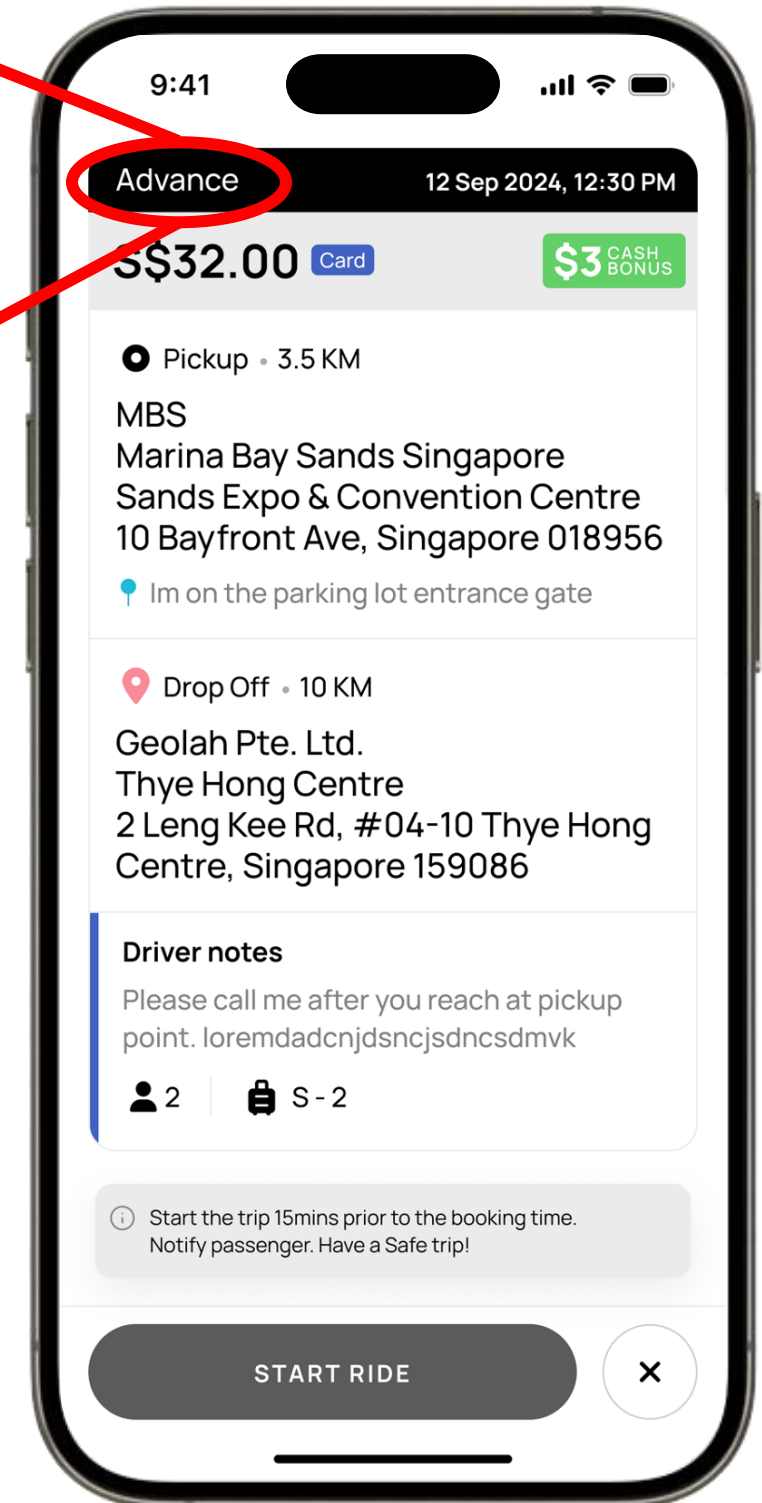
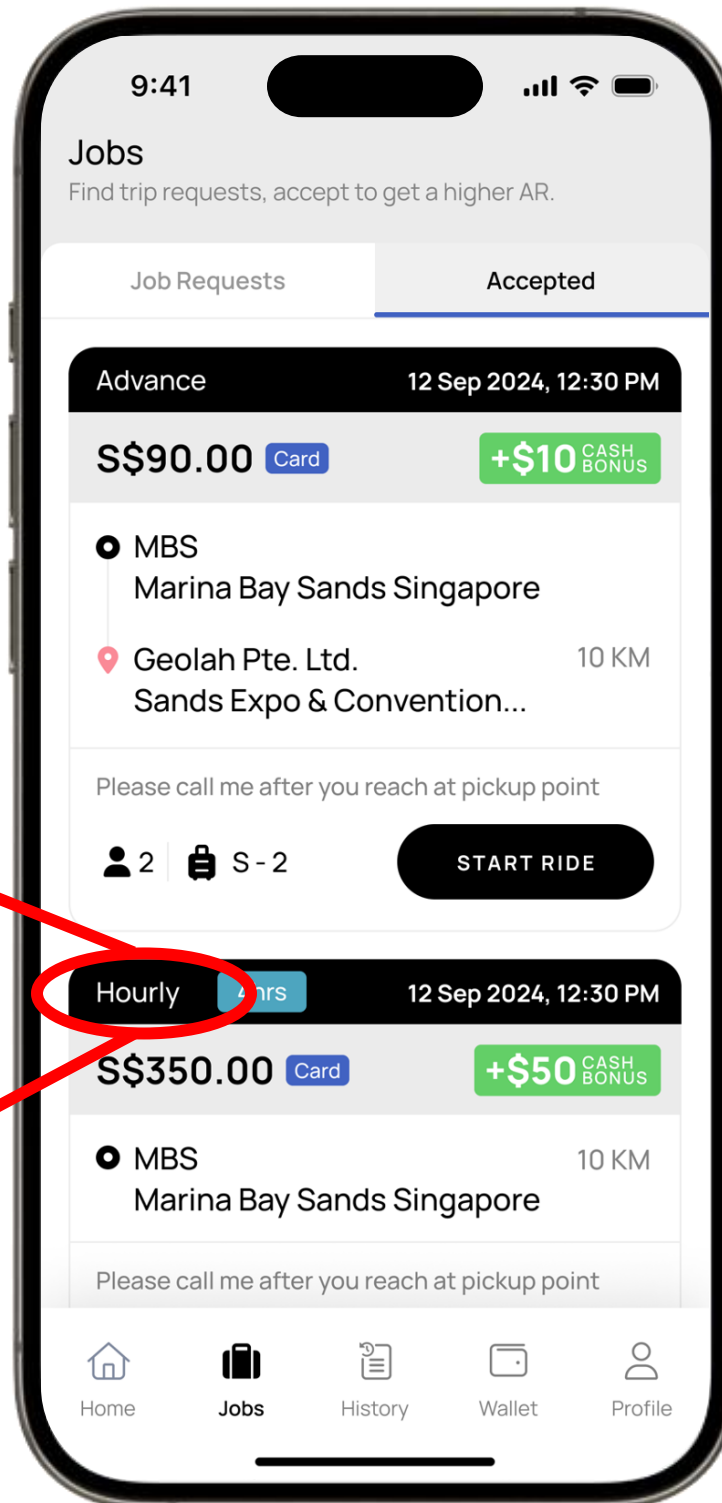
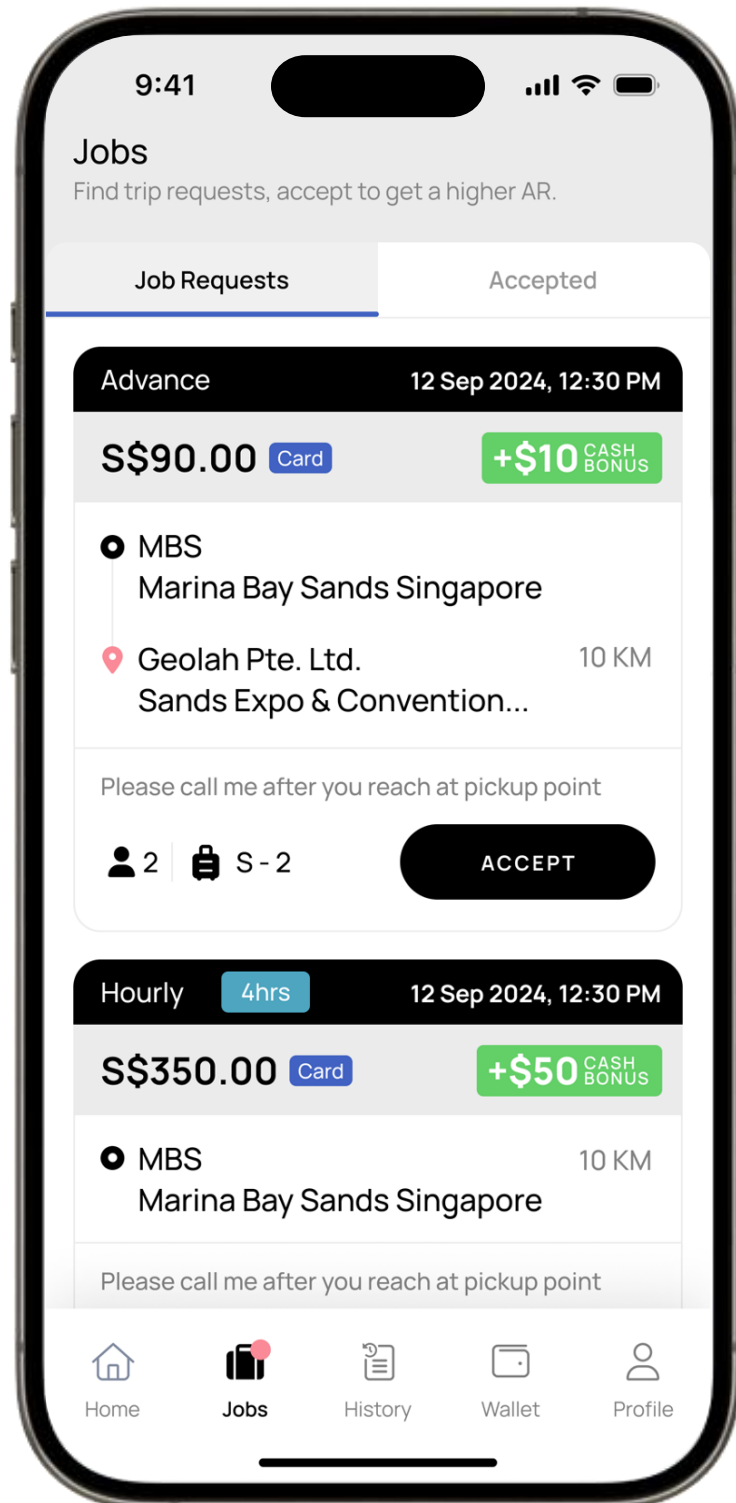
1. When you receive an order, you will be able to see the customer's pickup location and destination. Swipe on 'Accept' and start driving to the pickup location.
2. Swipe 'Arrived' once you reach the pickup location, and swipe 'Start' to begin the trip.
3. Before swiping 'Finish,' you may also include any 'Extra fees' (if applicable) for the trip.



Job Request

You can view a list of nearby jobs other than on-demand jobs in this menu.

Once you accept the job, the booking information will be transferred to the accepted job tab.

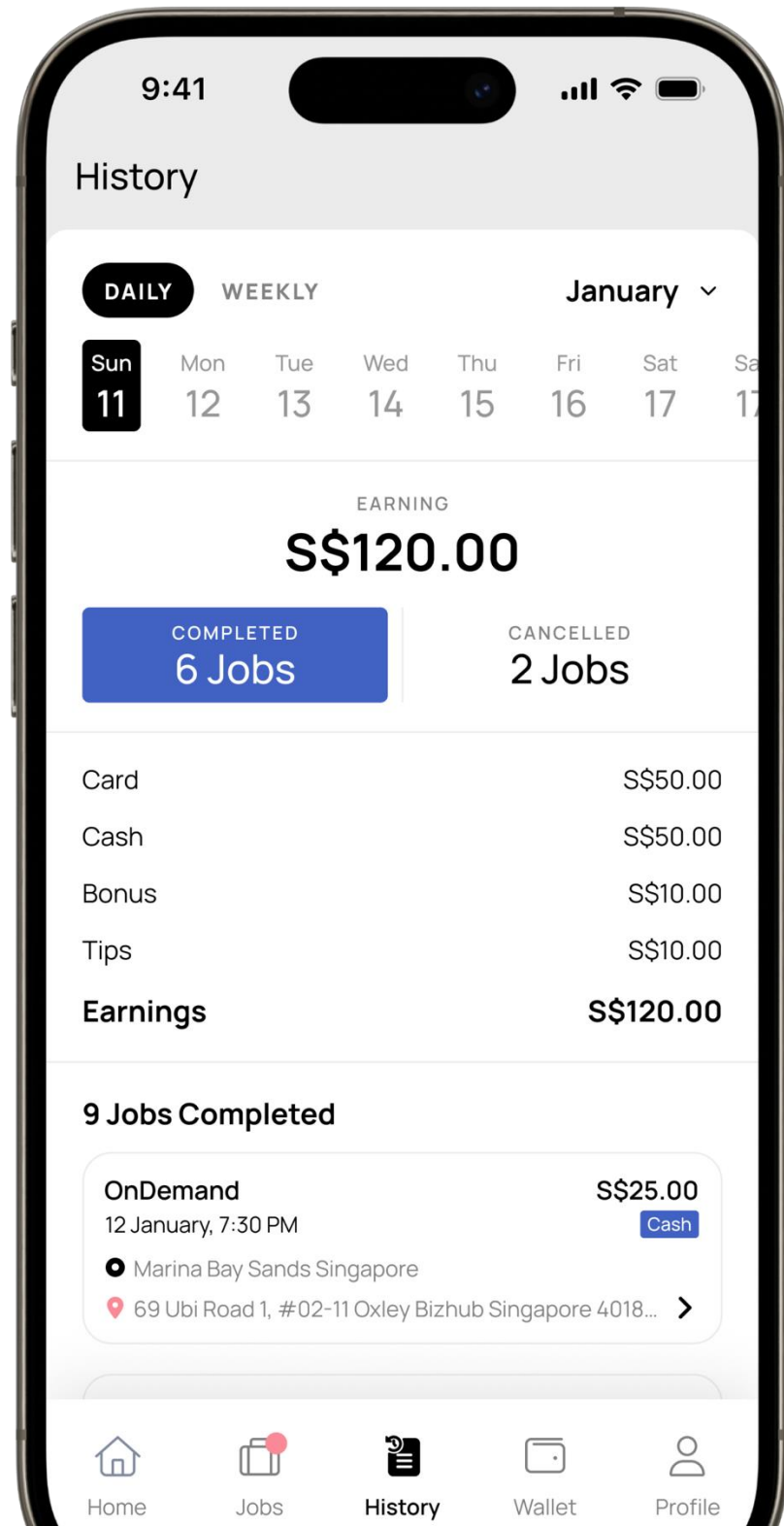


view hourly jobs here

view advance bookings here

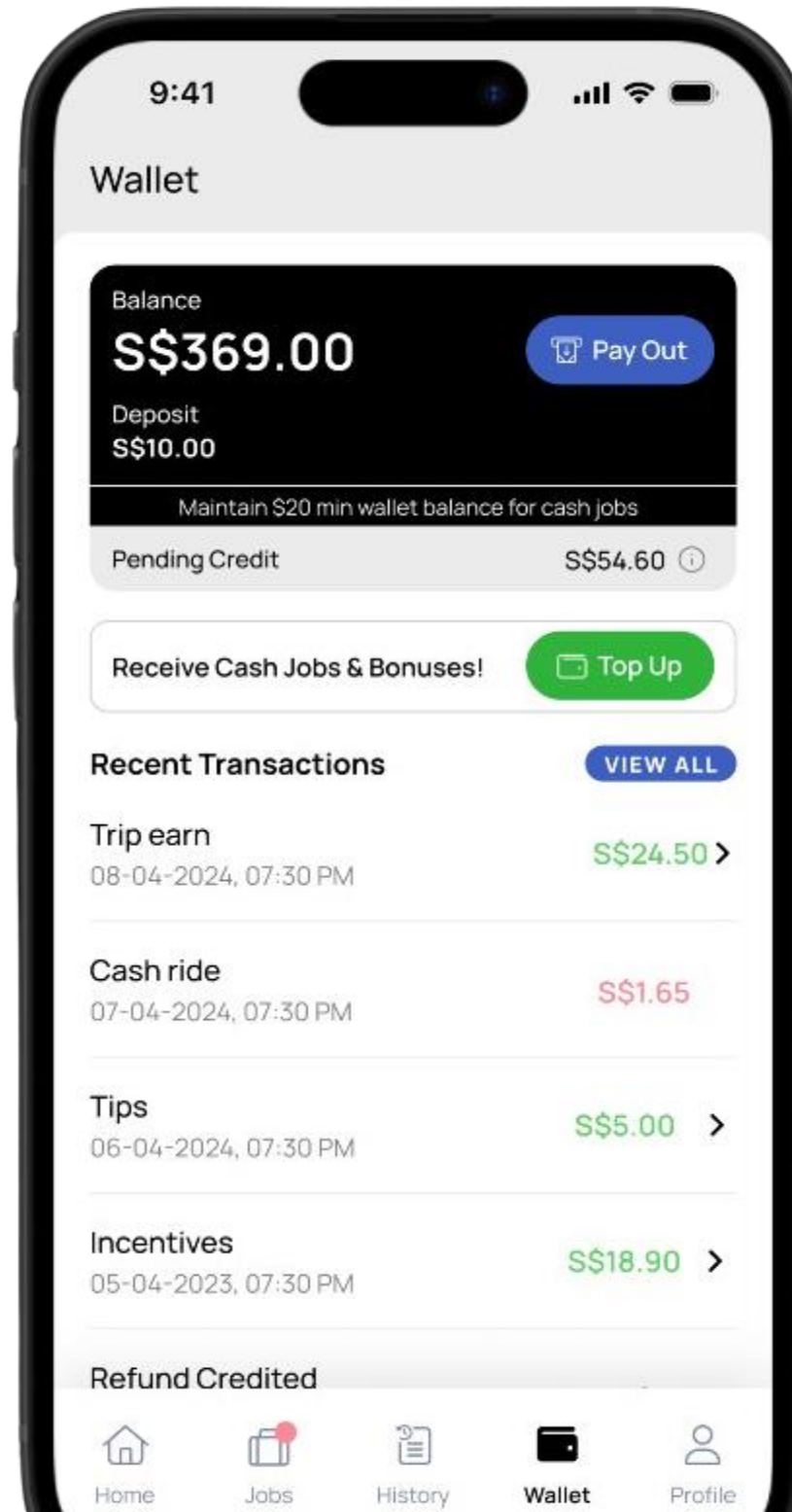
History

See past jobs & earnings here.



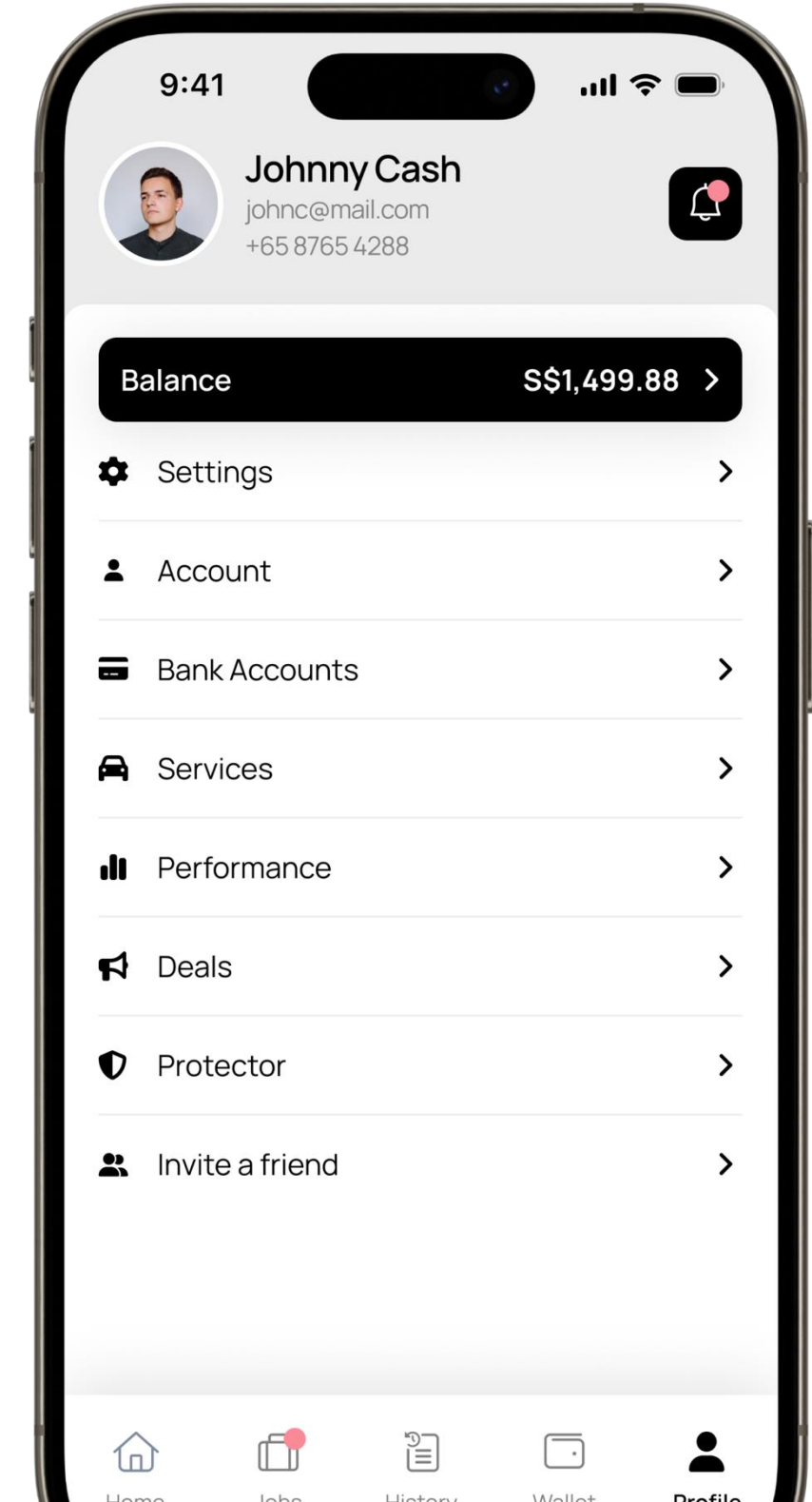
Wallet

Payment transactions



Profile

Menu, Settings



04

**Driver Performance &
Community Standard**



Driver Performance

We strive to maintain a trustworthy, like-minded, and respectable community. To achieve this, our app monitors the performance of driver-partners through various metrics, including driver ratings, cancellation rates, reviews, and account activity.

Conditions where driver accounts will be liable for suspension:

1 Driver Rating (DR)
< 4.80

2 Cancellation Rate (CR)
> 17.5%

3 Adverse Ratings
Drivers who receive poor ratings for errant behaviour, such as racism, discrimination based on ethnicity, national origin, disability, etc.

4 Min. Acceptance Rate (AR)
We don't have a minimum AR criteria

5 Fraudulent Activity
Drivers who overcharge riders and/or complete the trip without the rider on board

6 Dormant Account
Failure to complete at least one trip within a 12-month period.

Account Suspension

Your role in delivering an excellent experience for riders is crucial. While we do not enforce minimum trip requirements or Acceptance Rate (AR), any of the following actions may lead to suspension of your account:

Driver Rating (DR)

The driver's rating is calculated based on his/her last 100 trips to ensure that it reflects the driver's recent performance. All new drivers will have a new default rating of 4.90 & will be adjusted after the 11th unique review. Please allow up to 7 working days for the update to be reflected.

Fraudulent Activity

Drivers who are found to have overcharged riders and/or completed the trip without the rider on board may be liable to account suspension. The Geolah driver app has Artificial Intelligence (AI) algorithms that will automatically detect suspicious driver activity.

Inactivity

All driver accounts must have been active within the past year, meaning they have completed at least one trip during that period. This requirement ensures that drivers on Geolah remain current, helping to prevent compromised accounts and eliminate fraud risks.

High Cancellation Rate (CR%)

The driver's cancellation rate is calculated based on their most recent trips. The cancellation rate increases when a driver accepts a trip booking and then cancels it. We strongly advise drivers to only accept jobs they can fulfil.

In the event of rider no-shows, drivers can still cancel the trip without concern for account suspension due to cancellations. Our app algorithms consider the driver's most recent trips. As long as the driver continues accepting trips, they will not face suspension for cancellations.

Account Reactivation

A \$25 fee will be charged to re-activate a driver's account if it's been suspended and deactivated. Reasons for deactivation can include breaking company rules, inactivity, or other problems.

Suspended Accounts

Repeated failure to abide by Geolah community standards will lead to permanent suspension from the Geolah platform. This is to ensure we uphold high standards and offer a good user experience for our community.

If your driver account has been suspended, you may still request for Standard Cash Out. To do so, you may submit a request [here](#). Please note that the account will be subjected to investigation for fraudulent activity before the amount is processed (5 working days excluding Public Holidays). Your driver account will remain suspended. You will be subjected to a \$25 reactivation fee if you wish to continue driving with Geolah.

Inactive Accounts

Drivers who are unable to log in after 1 year of inactivity must appeal by writing in to support@Geolah.com. Drivers will need to pay an administrative fee of \$15 for reactivation. Driver ratings and cancellation rate will reset to 4.90 and 0% respectively. Please allow up to 48 hours for processing upon successful appeal.

Closed Accounts

Driver accounts will be de-activated upon three years of inactivity from the date of the last completed trip.

Should you wish to drive on the Geolah platform again, you would then have to write in to support@Geolah.com to obtain the approval from the operations team to create a new driver account. Criteria for approval include but is not limited to your track record of conduct that is in line with our driver community standards. Please allow up to 7 working days for approval.

Account Reactivation

All suspended drivers will be sent an electronic invoice to their registered email address to pay a \$25 reactivation fee. Driver accounts will be reactivated within 48 hours of payment. Upon account reactivation, the driver ratings will be reset to 4.90% and CR reset to 0%.

05

Lost & Found



LOST & FOUND

Known Trips

If you find a lost item in your vehicle and know which trip it is from, do write in via help ticket with the following:

- Item Description
- Trip ID/Details
- Where in the vehicle that the item was found
- Consent to release your mobile number to the rider for contact purposes

Unknown Trips

If you are unsure which trip the lost item is from, please proceed with the following:

- Confirm that the item is from a Geolah trip.
- Make a police report immediately.
- Submit a copy of the police report to support@Geolahsharing.com titled "Police Report: Item Found".
- Geolah will then look out for any rider who makes a report for a lost item that matches the details from the provided police report.

The following will be carried out according to our Standard Operating Procedures (SOP):

- We will promptly assist in contacting the rider.
- Please provide your consent for us to share your mobile number with the rider.
- Make arrangement with the rider to have the item returned within 24 hours.
- Communicate closely with the rider until the item has been returned.
- We recommend that you receive compensation from the rider for the trip made based on current Geolah fares or a minimum of \$25 for your time. However, this is exercised at the rider's own discretion. Geolah will not be responsible for the fare.

06

Best Practices



Dos

Rest Well

Everyone's fatigue threshold varies. Ensure you have at least 6-7 hours of uninterrupted rest before driving to stay alert and reactive.

Adopt right Driving Position

Adjust your seat for a clear view and ensure your knees are slightly bent when your foot is on the pedal. Always wear your seat belt.

Adapt to Changing Road Conditions

Road conditions change due to factors like weather and obstructions. Adjust your driving accordingly. In rain, drive slower, maintain distance, and avoid sharp turns.

Anticipate Hazardous Situations

Stay alert to your surroundings and potential hazards. Anticipate erratic behavior and check your blind spots.

Maintain safe distance

In ideal weather, maintain a 3-second gap behind the vehicle in front. In rain, increase this to at least 9 seconds due to slippery roads.

Maintain vehicle cleanliness

Regular maintenance and vehicle cleanliness can help to ensure a smoother trip experience.

Always be prepared

Signalling doesn't guarantee others will yield. Check before changing lanes. At intersections, watch for red-light runners. Don't proceed just because you have a green light.

Always Be Alert

Stay alert to identify potential hazards and react safely. If tired, stop for a short break before continuing.

Don't

Drive when tired or emotionally affected

Avoid driving if you are not in a proper condition to do so, as it can endanger your life and the lives of others.

Drive Under the Influence

Avoid driving if you have consumed alcohol or medications that cause drowsiness.

Drive Dangerously

Be courteous on the road. Always signal your intentions and do not engage in reckless behaviour such as speeding, tailgating and the sudden cutting of lanes.

Engage in Suspicious / Fraudulent activities

Maintain a safe and honest environment by avoiding activities such as illegal smuggling and transportation of goods.

Wear slippers or sandals

Do not wear slippers or sandals for any service. Wear comfortable, covered shoes instead.

Pass orders off to a third-party

All services should be completed by the assigned driver-partners only. Do not hand off orders to other individuals.

Use an account that does not belong to you

All driver partners must only use their approved, personal accounts. Using someone else's account is prohibited.

Overcharge customers

Avoid charging customers more than the agreed-upon rates and always maintain professionalism.

Failure to comply with these guidelines will result in account termination and permanent ban.


Last updated: 24 October 2024

geolah

We have moved to a central location to better serve our partner-drivers and plan to expand with additional centers over the next 12 months.

 contact@geolah.com

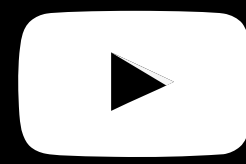
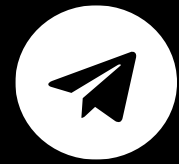


 2 Leng Kee Rd, #04-10 Thye Hong Centre, Singapore 159086

 www.geolah.com

General Information

Find us on social media:



Find us in person:

2 Leng Kee Rd, #04-10, Thye Hong Centre, Singapore 159086

Operational Hours:

Monday – Friday

9.30am – 6pm

excluding Public Holidays & Weekends

Learn more about us:

[Geolah Website](#)

Write to us:

contact@geolah.com

Questions for us:

Transport

Delivery